

CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION
CUSTOMER SERVICE REPRESENTATIVE

Position Title	Patient Billing & Customer Service Representative	Grade	
Department	Home Medical Equipment Services	Exempt	
Immediate Supervisor	HME Manager	Non-exempt	X
Supervisor next in line	COO	Workweek	40 hours

POSITION SUMMARY

The Patient Billing & Customer Service Representative (CSR) is a non-clinical, front-line position that provides comprehensive support to patients and respiratory therapists, focusing on durable medical equipment (DME) orders, insurance billing, and ensuring high-quality customer service. This role involves direct interaction with patients, assisting them with equipment orders, insurance verification, and resolving any billing or service-related issues. The CSR also works closely with respiratory therapists to ensure patients receive the appropriate equipment and care in a timely and efficient manner.

Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:

- Actions and communications that contribute to a team concept and create a positive environment for **all** customers
- Acceptable performance of essential and all job duties.
- Continued improvement on the Bright Tree software system
- Must understand and follow MLN 8304 directives.
- Acceptable attendance record
- Accountability for safety to self, patients, visitors and all customers, and care of equipment and building
- Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct
- Accountability for the consequences of own actions
- Physical and emotional ability to perform essential functions
- Acceptable background investigation results if required for position

Minimum Education, Experience, Licensure, Certification required:

EDUCATION: High school Degree of equivalent.

EXPERIENCE: Background in HME or other medical billing is preferred.

SKILLS: Experienced in customer service, billing systems, and accurate data entry. Strong communicator with excellent phone etiquette and attention to detail. Organized and proficient with computers and software.

ESSENTIAL FUNCTIONS/DUTIES:

(Must be able to perform with or without accommodation)

- 1 Patient Support & Education: Assist patients with durable medical equipment (DME) orders and answer related questions. Educate patients on equipment usage, ensuring they understand how to safely use the equipment. Ensure that the equipment provided is documented, appropriate, and meets patient needs. Educate patients on the billing process, ensuring they have a clear understanding of costs and charges.
- 2 Insurance & Billing Support: Verify insurance coverage and benefits for equipment and services, including pre-authorizations when necessary. Understand and apply Medicare/Medicaid regulations and how they relate to other insurance carriers to ensure compliance and proper billing. Address and resolve billing and service-related issues, ensuring accurate billing practices. Auditing, editing, and reviewing claims before confirmation to eliminate rejections, resubmission, and follow-up problems.

CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION
 CUSTOMER SERVICE REPRESENTATIVE

3	Collaboration & Communication: Work closely with respiratory therapists to ensure appropriate care and equipment is provided. Refer to respiratory therapists for clinical information or care for patients. Utilize effective communication tools to interact with departments, physicians, and customers in relation to DME product procurement and reimbursement. Keep the DME manager aware of any problems or potential issues, ensuring smooth communication across teams.
4	Documentation & Compliance: Maintain accurate patient records, ensuring compliance with privacy regulations (e.g., HIPAA). Adhere strictly to CMMC's patient confidentiality guidelines in dealings with staff and the community. Understand and follow departmental policies and procedures, including safety, environmental, and infection control standards.
4	Follow-Up & Tracking: Track order progress, following up on outstanding tasks or issues to ensure timely resolution. Manage time effectively, being flexible and assist other staff members during downtime.
5	Customer Service & Support: Provide high-quality customer service, addressing concerns promptly and ensuring a positive experience for patients and their families. Resolve issues promptly and efficiently to maintain high satisfaction levels.
6	Miscellaneous Duties: Be flexible and take on additional duties as requested or assigned.

Knowledge, Skills, Abilities:

Willingness to promote CMMC HME in a positive manner on and off the workplace.
Willingness: To assume additional duties when requested and to assist others when indicated.
Ability to adapt to fluctuations in workload.
Ability to read, write, perform basic mathematical computations, and follow written and oral directions.
Willingness to look for ways to improve patient care and promote cost effectiveness in doing so.
Ability to provide supervision to subordinates with tact and full assertiveness.
Ability to learn quickly various computer software programs.
Ability to anticipate the HME department's needs such as inventory or coming rules and regulations.
Ability to work under timelines.
Judgement to seek guidance and direction from the coordinators or manager when needed, for performance of duties and ability to recognize, establish and respond to priorities.
Communication skills to effectively relate to/with patients/customers, physician office staff, co-workers, subordinates' families, and the public.

OCCUPATIONAL EXPOSURE for this position:

	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
X	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

OTHER EXPOSURE for this position:

	Radiation	
	Noise	
	Other (Specify)	

CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION
 CUSTOMER SERVICE REPRESENTATIVE

PHYSICAL DEMANDS: (Essential functions strength rating for position - see Job Analysis)		
X	Sedentary	Exert up to 10# occasionally or negligible force frequently
	Light	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
	Medium	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	Heavy	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	Very Heavy	Exert > 100# occasionally, > 50# frequently or > 20# constantly

I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION AND HAVE BEEN PROVIDED ABOUT THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.

Employee's Signature	Supervisor's Signature	Date