



The Cayman Islands Health Services Authority, is the principal healthcare service provider in the Cayman Islands, offering the most comprehensive range of inpatient, outpatient and public health services through a 124-bed hospital and four District Health Centres on Grand Cayman, an 18-bed hospital in Cayman Brac and a satellite outpatient clinic in Little Cayman.

We invite internal applications ONLY for the following positions:

PATIENT ACCOUNTS OFFICER

Salary range: CI\$40,586 – CI\$45,729 per annum

The Patients Account Officer is responsible for ensuring the accurate and timely posting of insurance and patient payments on patient's accounts.

Primary Responsibilities: The Patients Account Officer will accept payments from patients and issue receipts. Ensures that all insurance payments and patient payments are properly posted to the individual patient account on the same day received. Post all CINICO payments received electronically and reconciles to the payment report. The post-holder will perform rollover of patient balances to patient responsibility after insurance payment. Reviews all credit balances and when appropriate rolls to any open patient account. Adjusts accounts as instructed by the Revenue Supervisor and prepares the daily reconciliation of payments posted to accounts and forward to the Head Cashier. The post-holder will print a Daily Payment Transaction report by insurance and forwards to the Insurance Supervisor daily, and respectively prints receipts for any client billing payment received and forwards to the revenue supervisor.

Qualifications and Experience: The successful applicant must possess an Associate Degree or the equivalent with a minimum of two (2) years post qualification experience in an office environment. Have the ability to adapt to a dynamic environment with ability to react to urgent demands. Must have excellent organizational and customer services skills and be an effective communicator.

A remuneration and benefit package, commensurate with experience and qualifications will be offered to the successful candidates of these posts. If you are interested in joining our dynamic team of professionals, please forward your resume and HSA application online to: hsa.jobs@hsa.ky using PDF format.

IMPORTANT: All resumes must be accompanied by a HSA Application Form or they will not be considered for processing without this.

Covid19 Vaccine is required for employment with the Health Services Authority

Deadline for post: December 12, 2021



Job Description

Job title	<i>Patient Accounts Officer</i>	Job Holder	<i>Open</i>
Reports to	<i>Revenue Supervisor</i>	Section	<i>Patient Financial Services (PFS)</i>

Background Information

This position is an essential component of the revenue cycle process that ensures the accurate and timely posting of insurance and patient payments on patient's accounts.

Job purpose

- Accurate and timely posting of payments to patient accounts and reconcile the payments received to the amount of payments posted on a daily basis.
- Prepared and batched payments for data entry and deposit.
- Maintained cash/cheque log
- Research and resolve insurance rejections and unpaid accounts.

Dimensions

This post holder reports directly to the Revenue Supervisor and has no supervisory role.

Duties and responsibilities

- Is present and available at the assigned posting area during specified hours.
- Accepts payments from patients and issues receipts.
- Ensures that all insurance and patient payments are properly posted to the individual patient account on the same day received.
- Posts all CINICO payments received electronically, and reconciles to payment report.
- Performs rollover of patient balances to patient responsibility after insurance payment.
- Reviews all credit balances and, when appropriate, rolls to any open patient account.
- Makes adjustments to accounts as instructed by the Revenue Supervisor
- Prepares the daily reconciliation of payments posted to accounts and forwards to the Head Cashier.
- Prints a Daily Payment Transaction Report by Insurance and forwards to the Insurance Supervisor on a daily basis.
- Prints receipts for any Client Billing payment received and forwards to the Revenue Supervisor.
- Notifies the Revenue Supervisor of any discrepancies in the balancing.
- Performs any additional duties as directed by the Revenue Supervisor or the Patient Financial Services Manager.

Qualifications, Experience & Skills Requirement

Education and Experience Requirements:

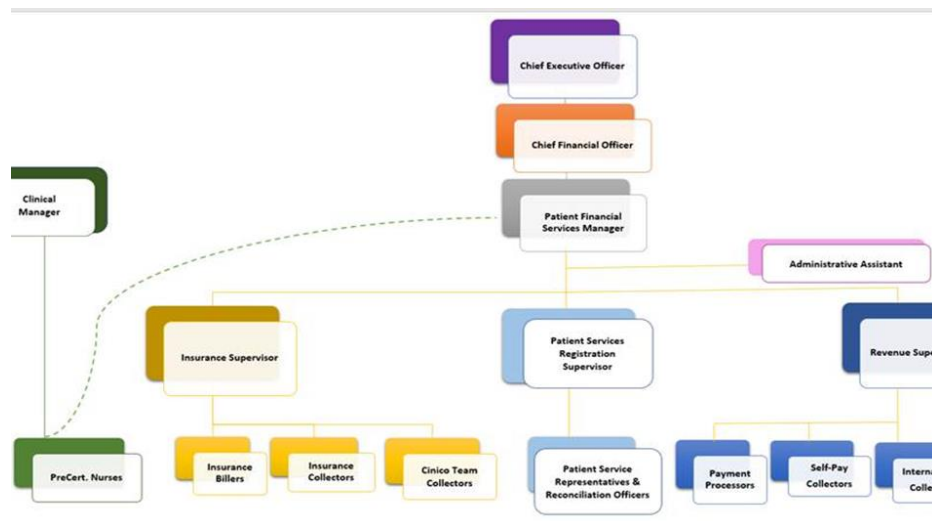
- Possess an Associate degree and O level passes in Mathematics and English.
- Have a minimum of two years' post qualification experience in an office environment

Performance Requirements:

Skills and abilities:

- Must be able to work under pressure to meet deadlines.

Reporting Relationship



This position requires punctuality and regular attendance for the efficiency of the department. The post holder will be responsible for planning and completing the daily assignments as given by the Revenue Supervisor, and also flexible to cover other areas when requested.

Direct reports

There is no supervisory responsibility for the post.

Other Working Relationships

- Insurance Collections Teams
- Self-Pay Collections Teams
- Head Cashier

Decision Making Authority and Controls

Decision-making occurs within the scope of the post holder's responsibilities. The post holder will be expected to organize and plan his work within the guidelines given by the Revenue Supervisor and the PFS Manager, but will utilize his own discretion as to use of time and delivery of output.

Working conditions

This is an office environment with long periods of sitting at a computer. The core hours for this position are 8:30 am to 5:00 pm, Monday through Friday, unless otherwise agreed upon by the post holder and the supervisor, or as necessary for the completion of job duties.

Physical requirements

The position requires the incumbent is required to do repetitive tasks with few breaks.

Problem/Key Features

Working with hard deadlines is a common occurrence with this position.

Evaluation Metrics

- % of credit resolved per day by payor
- % of posting issues reported and resolved same day
- % of payments posted same day of receipt
- % of assigned postings completed daily
- Timely processing of payments for bills, fees, or other transactions within the stipulated timeline set by the Revenue Supervisor and / or the PFS Manager.
- The accurate and consistent performance of all bookkeeping functions as required.
- The accurate updating, tracking and maintenance of patient's account information, enter alphanumeric data, code documents, and create financial reports.
- Clearing que on a timely basis within the stipulated timeline set by the Revenue Supervisor and / or the PFS Manager.

Approved by:	<i>Signature of the person with the authority to approve the job description</i>
Date approved:	<i>Date upon which the job description was approved</i>
Reviewed:	<i>Date when the job description was last reviewed</i>
Next Review	<i>Date for next review. Ideally, a job description should be reviewed annually and updated as often as necessary.</i>
Signature of post holder	
Signed date	