



Managed Services Virtual Business Office Patient Accounting Specialist



BRIEF COMPANY DESCRIPTION

At PwC, we connect people with diverse backgrounds and skill sets to solve important problems together and lead with purpose—for our clients, our communities and for the world at large. It is no surprise therefore that 429 of 500 Fortune global companies engage with PwC.

Acceleration Centers (ACs) are PwC's diverse, global talent hubs focused on enabling growth for the organization and value creation for our clients. The PwC Advisory Acceleration Center in Bangalore is part of our Advisory business in the US. The team is focused on developing a broader portfolio with solutions for Risk Consulting, Management Consulting, Technology Consulting, Strategy Consulting, Forensics as well as vertical specific solutions.

PwC's high-performance culture is based on passion for excellence with focus on diversity and inclusion. You will collaborate with and receive support from a network of people to achieve your goals. We will also provide you with global leadership development frameworks and the latest in digital technologies to learn and excel in your career. At the core of our firm's philosophy is a simple construct: We care for our people.

Globally PwC is ranked as the 3rd most attractive employer according to Universum. Our commitment to Responsible Business Leadership, Diversity & Inclusion, work-life flexibility, career coaching and learning & development makes our firm one of the best places to work, learn and excel.

Apply to us if you believe PwC is the place to be. Now and in the future!

JOB SUMMARY

A career in our Managed Services team will provide you an opportunity to collaborate with a wide array of teams to help our clients implement and operate new capabilities, achieve operational efficiencies, and harness the power of technology. Our Revenue Cycle Managed Services (RCMS) team will provide you with the opportunity to act as an extension of our healthcare clients' business office. We specialize in revenue cycle functions and remediating aged 3rd party accounts receivable for hospitals, medical groups, and other providers. We leverage our custom and automated workflow and quality assurance products to enable our clients to achieve better results, which ultimately allow them to provide better patient care.

JOB DESCRIPTION

To really stand out and make us fit for the future in a constantly changing world, each and every one of us at PwC needs to be a purpose-led and values-driven leader at every level. To help us achieve this we have the PwC Professional; our global leadership development framework. It gives us a single set of expectations across our lines, geographies and career paths, and provides transparency on the skills we need as individuals to be successful and progress in our careers, now and in the future.

As a Specialist, you'll work as part of a team of problem solvers, helping to solve complex business issues from strategy to execution. PwC Professional skills and responsibilities for this management level include but are not limited to:

- Firm's standard methodologies to support research, analysis and problem solving.
- Handle, manipulate and analyze data and information responsibly.
- Communicate with empathy and adapt communication style to meet the needs of the situation and audience.
- Manage expectations of stakeholders effectively.
- Embrace different points of view and welcome opposing and conflicting ideas.
- Uphold the firm's code of ethics and business conduct. Conduct self in a professional manner and take responsibility for work and commitments.
- Flex approach to meet the changing needs of teams and clients.
- Identify and make suggestions for efficiencies and improvements when performing work.
- Take action to stay current with new and evolving technology.

JOB OVERVIEW

The primary purpose of this position is to work accounts to full resolution – i.e., through payment, adjustment, identification of patient responsibility, and/or client-specified point of return. The Patient Accounting Specialist resolves accounts and/or performs a secondary review of specific account actions to validate accuracy, completeness and appropriateness of actions taken to resolve accounts in adherence to client, organization, regulatory policies and procedures. This position takes direction from the Team Lead and supports quality account resolution.

Responsibilities:

- Attains thorough understanding of the hospital revenue cycle with specialization in hospital billing, follow-up, and the account resolution process to include, but not limited to: claims submission, acceptance, and adjudication, transaction reviews, adjustment posting, identification of patient responsibility, etc.
- Utilizes and applies knowledge to resolve aged accounts receivable by working various account types including, but not limited to: hospital and/or professional claims, governmental and/or non-governmental claims, denied claims, high priority accounts, etc.
- Leverages available resources and systems (both internal and external) to analyze patient accounting information and take appropriate action for payment resolution; documents all activity in accordance with organization and client policies
- Remains open-minded with change: maintains performance during period(s) of change and understands changes in tasks and/or environment as well as the basis for change
- Possesses ability to professionally communicate (in all forms) with payer resources such as: website, e-mail, telephone, customer service departments, etc.
- Possesses a cooperative and positive attitude toward clients, management and co-workers by responding politely and professionally and being a valued team player

Required Knowledge and Skills:

- Strong written and oral communication skills
- Computer and internet literate in an MS Office environment
- Ability to establish and maintain effective working relationshipsContributes to team success by establishing positive working environment; Understands team objectives and cooperates and collaborates with others to achieve them
- Focus on value creation and enhancement through process improvement and issues based problem solving
- Inventory management: conducts accurate research in an organized manner, questions basic inconsistencies in information reviewed, and raises to appropriate level
- Demonstrates an awareness of workloads; offers to help team members and/or team management; takes on additional tasks when appropriate
- Develops self and others through coaching

Professional and Educational Background:

- Graduation degree - B.Com, BCA, BA, B.Sc, BBA
- Pass out year - 2022 or 2023

Additional Information:

- Travel Requirements: Travel to client locations may be required as per project requirements.
- Shift timings: US EST timings (6.00PM to 3:00AM)
- Mode of working: Work from office
- Line of Service: Advisory
- Designation: Specialist
- Location: Bangalore & Hyderabad

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