

## **Revenue Cycle Management (RCM) Specialist – Cash Poster**

The RCM Specialist – Cash Poster is responsible for accurately posting payments and adjustments from various sources, including insurance companies and patients. Reconciling the payments with remittances and other documentation, investigating discrepancies, and ensuring compliance with regulations and payer requirements. Additionally, they provide support to the RCM teams, maintain accuracy in financial data, and identify opportunities for process improvements. Effective communication, attention to detail, and adherence to deadlines are crucial in this role to ensure timely and accurate payment posting and reconciliation. They will work closely with the RCM Managers, COO, and Senior Director of RCM Operations to ensure accurate payment posting and reconciliation, optimizing operational efficiency and adherence to regulatory standards.

### **Essential Duties and Responsibilities:**

- ❖ **Process Payments:** Accurately post payments, adjustments, and denials received from insurance companies, patients, and third-party payers into the billing system.
- ❖ **Reconciliation:** Reconcile posted payments with remittances, Explanation of Benefits (EOBs), Electronic Remittance Advice (ERAs), and other payment documentation to ensure accuracy.
- ❖ **Identify Posting Discrepancies:** Investigate and resolve discrepancies between posted payments and expected reimbursement amounts, identifying and rectifying posting errors or payment discrepancies.
- ❖ **Apply Contractual Adjustments:** Apply contractual adjustments and write-offs in accordance with payer contracts and fee schedules to ensure accurate accounts receivable (AR) balances.
- ❖ **Research and Resolve Issues:** Research and resolve payment posting issues, including unidentified payments, missing payments, and payment rejections, communicating with payers, clients, and management, as necessary.
- ❖ **Ensure Compliance:** Ensure compliance with healthcare regulations, billing guidelines, and payer requirements related to payment posting processes, including HIPAA and CMS regulations.
- ❖ **Maintain Accuracy:** Maintain the accuracy and integrity of financial data by performing regular audits and reviews of posted payments and adjustments.
- ❖ **Provide Reporting:** Generate and distribute reports on cash posting metrics, including cash reconciliation, and payment posting accuracy, to management.
- ❖ **Collaborate with Billing Team:** Collaborate with the billing team to resolve billing-related issues that impact payment posting, providing support and expertise as needed.

- ❖ Stay Updated: Stay informed about changes in reimbursement policies, payer guidelines, and industry trends related to payment posting and revenue cycle management.
- ❖ Customer Service: Provide excellent customer service for clients and management responding promptly and courteously to inquiries related to payment posting and account balances.
- ❖ Process Improvements: Identify opportunities for process improvements and efficiencies in payment posting workflows, implementing changes to optimize cash flow and revenue cycle performance.
- ❖ Adhere to Deadlines: Adhere to deadlines for payment posting and reconciliation tasks to ensure timely and accurate financial reporting
- ❖ Documentation: Maintain thorough and accurate documentation of payment posting activities, including notes on payment discrepancies, adjustments, and resolution efforts.

### **Qualifications:**

- ❖ High school diploma or equivalent
- ❖ 1-2 years of experience in revenue cycle management, cash posting or a related field
- ❖ Proficient in Microsoft Office Suite 365
- ❖ Experience with home health and hospice electronic health records (EHR) systems a plus
- ❖ Strong attention to detail and ability to work independently and as part of a team
- ❖ Excellent communication and problem-solving skills

### **Benefits:**

- ❖ Competitive salary and comprehensive benefits package, including health insurance, dental insurance, vision insurance, paid time off, and 401k savings plan
- ❖ Opportunity to work in a dynamic and growing healthcare organization
- ❖ Professional development and training opportunities