



## Medical Biller / Patient Account Representative – Ottumwa, Iowa

<b>Today's Date</b>	November 18, 2025
<b>Location</b>	116 W Main St, Ottumwa, IA 52501
<b>Hours</b>	Monday–Thursday 9-hour days; Friday 8:00 a.m. – Noon.
<b>Job Type</b>	Full-time

### Summary

The Medical Biller / Patient Account Representative is responsible for posting all personal and insurance payments and actively working the accounts receivable. This role supports accurate billing processes, facilitates communication with providers and patients, and upholds the mission of River Hills Community Health Center.

### Duties and Responsibilities

1. Post all payments from patients and insurance companies daily.
2. Balance daily deposits and submit them to the Finance Department.
3. Work insurance denials daily, coordinating with coding and reception staff.
4. Track and follow up on all outstanding denials.
5. Prepare and send secondary claims with required documentation.
6. Print and review A/R monthly.
7. Communicate with providers regarding billing and documentation requirements.
8. Provide backup support for insurance filing and follow-up claims.
9. Deliver customer service to internal and external customers.
10. Verify insurance coverage.
11. Provide patients with financial counseling.
12. Research payer benefits and clarify documentation discrepancies.
13. Handle confidential information with tact and discretion.
14. Collaborate with providers and patients on billing, reimbursement, and denial issues.
15. Support a service-oriented environment that aligns with the RHCHC Mission and Philosophy.
16. Adhere to policies and procedures.
17. Maintain competency through training and education.
18. Maintain a safe working environment and practice safe work habits.
19. Perform medical record audits when assigned.
20. Participate in educational opportunities to maintain job knowledge.
21. Comply with the Corporate Compliance Program, Code of Conduct, and regulations.

### Qualifications

Education: High school diploma required.

Experience: One year of medical office experience preferred.

**Knowledge, Skills & Abilities**

- Basic-level language skills; intermediate math and reasoning.
- 10-key calculator and general computer proficiency.
- Clear communication skills.
- Ability to manage multiple tasks with frequent interruptions.
- High attention to detail.
- Strong customer service/public relations skills.
- Knowledge of reimbursement processes and denials.

**Physical Requirements**

- Hand dexterity for office machines; stooping/bending for files; mobility for errands; ability to sit for extended periods.
- Visual acuity for computer and document review.
- Ability to write legibly and read printed/handwritten materials.

**Supervisor**

Revenue Cycle Director

**Deadline**

Position will remain open until a pool of qualified applicants is received.

**Benefits**

- 403b with matching
- Dental, health, vision insurance
- Health savings and flexible spending accounts
- Life insurance
- Paid time off
- Employee assistance program

**How to Apply**

Email Resume to [recruiting@riverhillshealth.org](mailto:recruiting@riverhillshealth.org)

Or mail to:

River Hills CHC

Attn: Human Resources

PO Box 458

Ottumwa, IA 52501