



Biller- Administration- Ottumwa

Today's Date	03/11/2026
Location	Ottumwa, IA
Hours	M-F
Job Type	Full-time

Summary: Posts all personal and insurance payments and continually works the AR. Performs all defined services and other related duties in accordance with the mission of River Hills Community Health Center.

Essential Functions:

1. Responsible for posting all payments from patients and insurance companies on a daily basis.
2. Responsible for balancing deposits daily and giving deposits to the finance department.
3. Works denials on a daily basis, working closely with coding/reception staff on errors.
4. Tracks and follows up on any outstanding denials.
5. Sends out secondary claims with the proper information to insurance companies.
6. Prints and works the AR monthly.
7. Interacts with Providers regarding billing and documentation policies, procedures and regulations.
8. Provides backup for insurance filing to primary insurance and follow-up claims to secondary insurance.
9. Provides customer service to internal and external customers.
10. Verifies insurance coverage.
11. Financial counseling of patients.
12. Research information related to payer benefits, provider questions, management questions or to obtain clarification of conflicting or non-specific documentation.
13. Handles confidential information with tact and discretion on a need-to-know basis.
14. Works with providers and patients regarding fees reimbursement and denial questions.
15. Supports a service-orientated atmosphere in accordance with RHCHC Mission and Philosophy.
16. Follows policies and procedures.

- 17. Develops and maintains own competence.
- 18. Maintains a safe working environment and practices safe working habits.
- 19. Performs medical record audits when assigned.
- 20. Updates job knowledge by participating in education opportunities.
- 21. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.

Qualifications:

Education	High school diploma.
Experience	1 year medical office experience preferred.
Cognitive skills (Language, Math, Reasoning Ability)	Basic-language, intermediate math, intermediate reasoning ability.
Computer skills	10-key calculator, personal computer
Other skills	Ability to communicate clearly. Ability to perform multiple tasks with frequent interruption. Ability to be very detail oriented. Strong public relations/customer service skills. Knowledge of reimbursement and denials.
Certificates & Licenses	Not required
Physical Demands Summary	<ol style="list-style-type: none"> 1. Requires hand dexterity required for office machine operation, stooping and bending to files and supplies, mobility to complete errands, or sitting for extended periods of time. 2. Requires visual acuity to perform required tasks to include the ability to see and read PC screens and communicate with a computer, whether it is with a mouse and keyboard, voice recognition software, or other available hardware/software tools. 3. Required to be able to write legibly and read printed or handwritten materials.

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

Hours: Monday through Thursday 9-hour days; Friday 8 a.m. to Noon.

Supervisor: Revenue Cycle Director.

Deadline: Position will remain open until a pool of qualified candidates is received.

Submit cover letter, resume' and three references to recruiting@riverhillshealth.org

River Hills CHC offers a competitive wage and full benefit package.