

Millennia is a patient engagement company created to help medical providers manage their patient billing from patient education to accounts receivable. The overall goal is to improve the patient healthcare financial experience.

Job Title	Patient Research Specialist	Position Type	Hybrid- 3 days onsite, 2 days remote
Location	1000 Bower Hill Rd Pittsburg, PA 15243	Starting Pay	\$17-19 per hour

The Patient Research Specialist is responsible for being the liaison between our Concierge Team and our clients by working in our internal research queues handling patient inquiries and insurance-related questions. This is a hybrid position (3 days onsite at St. Clair Hospital / 2 days remote), and employee will report to Millennia's Research Manager. [CLICK HERE TO APPLY.](#)

Position Responsibilities

- Process Financial Assistance Applications for St. Clair Hospital and Physician patients that currently have an open balance placed with Millennia
- Generate and mail Itemized Statements per patient request
- Work escalated accounts in Millennia platform in collaboration with St. Clair Patient Financial Services team to resolve patient complaints/issues
- Verify and add insurance information in client's HIS upon receipt of newly updated insurance information from patient and/or coverage detection efforts
- Work prompt pay discount reports / apply appropriate discounts in client's HIS
- Assist customers cashier's office with patient billing questions
- Upload Millennia notes file into HIS and monitor job for completions (aka "Comments Report")
- Execute and complete the client's unique bad debt and presumptive charity processes monthly with completion prior to the end of the month
- Presumptive Charity for deceased patients

Qualifications

- Have experience with healthcare Practice Management Systems (PMS) and Healthcare Information Systems (HIS), Cerner, Allscripts, NextGen, Epic, etc.
- Process insurance rebilling and coverage detection in healthcare PMS and HIS.
- Read, interpret, and communicate information found in providers system and insurance explanation of benefits.

- Analyze and trend patient inquiries and communicate those to management in a timely fashion.
- Must type at least 45WPM
- Proficiency in standard office software applications (MS Office)

Benefits:

- 401(k)
- Dental insurance
- Employee assistance program
- Health insurance
- Life insurance
- Paid time off
- Vision insurance