

**Company: Glenwood Systems LLC**

**Job Title: Client Support Representative – Medical Billing & EMR**

**Department: Sales**

**Location: Centerville OH**

**Salary: \$30,000 - \$35,000**

### **Glenwood Systems LLC**

GLENWOOD SYSTEMS LLC is privately owned and operates from its corporate headquarters in Waterbury, CT with a regional office in Dayton, OH. Founded in 1998 as a provider of healthcare technology solutions consulting, Glenwood is fast emerging as one of the leading providers of web enabled practice management solutions for the healthcare industry. Glenwood's products GlaceEMR, a CCHIT 08 Certified EMR system, GlaceComplete and Glace Full Billing services are all designed to improve the workflow and billing efficiencies in an office based medical practice.

### ***Summary Description:***

The Medical Billing Account Executive reports directly to the Midwest Regional Manager and will act as a liaison to Glenwood's Mid-West clients to address billing questions, medical billing service issues, simple technical issues and meet with clients monthly to review prior month's billing financials and answer product inquiries from prospective clients. The successful candidate must possess a strong understanding of medical practice operations, demonstrate strong communication skills, mathematical and analytical ability, have the ability to up sell products and be available for 20% overnight travel.

### ***Principal Responsibilities:***

- Effectively communicate with GLENWOOD SYSTEMS LLC clients and GLENWOOD SYSTEMS LLC staff. Build a good working relationship with the client, ensure an understanding of the client's needs and objectives, and approach decisions as a partnership with the customer. Follow GLENWOOD SYSTEMS LLC internal communications guidelines and workflows.
- Resolves product or service issues by addressing the customer's complaint, determine issue root cause, identify and present the best solution, expediting correction or adjustment and following up to ensure resolution.
- Prepare product or service reports by collecting and analyzing customer information.
- Generate monthly medical practice financial billing reports, schedule client meetings and present prior month recap.
- Recommend potential products or services to clients and then pass the lead to the area manager for follow up and close
- Excellent verbal and written communications skills with an emphasis on customer service.
- Proficient computer and keyboard skills and ability to update multiple systems while interacting with third parties.

- Represent GLENWOOD SYSTEMS LLC in an organized, effective manner to ensure customers perceive GLENWOOD SYSTEMS LLC to be thorough, well-prepared and punctual. Take ownership of issues and follow through to resolution.
- Develop and maintain a broad background in GLENWOOD SYSTEMS LLC core technology and service offerings, to ensure the ability to design customer solutions and close sales opportunities as independently as possible. Adapt to and quickly learn new technologies and products, while continuing to improve billing knowledge.
- Implement projects as assigned by GLENWOOD SYSTEMS LLC Management.

***Qualifications and Requirements:***

- Mathematical and analytical skills to understand routine billing and/or account records and to analyze customer monthly financial billing reports.
- Knowledge of healthcare billing and denial management/follow-up for physician claims.
- Must have knowledge of coding terminology including ICD-9, CPT, and HCPC codes, as well as UB-04 and 1500 claims forms.
- Strong understanding of the customer – Office based Physicians & their practice management advisors. It is preferable that the candidate has worked in that environment.
- Excellent verbal and written communications skills with an emphasis on customer service.
- Proficient computer and keyboard skills and ability to update multiple systems while interacting with third parties.
- Ability to analyze and resolve problems.
- 2 to 4 years of experience with patient accounts receivable and/or insurance claims processing.
- High school diploma or equivalent.
- Available for travel to physician practice sites.
- Demonstrated ability to work independently and meet goals is required.
- Strong interpersonal and communication skills, both oral and written, are required.
- Personally motivated, aggressively goal-oriented focus required.
- Position may require up to 20% overnight travel.
- Willingness to work with a global team of professionals
- Proficiency with a PC and MS Office Suite of products.

The above are to be determined via reference check and interview. Additionally company may request background check prior to employment.