

## HCA: Financial Services Representative

Required Competencies	
<b>Financial Service</b>	<i>Supports documentation of care for services provider reimbursement process to ensure timely and accurate payment. Processes payments, adjustments, claims, refunds, denials and correspondence.</i>
<b>Health Record Data</b>	<i>Maintains accurate and complete health records.</i>
<b>Policy Compliance</b>	<i>Ensures compliance with healthcare law, regulations and standards related to information protection, privacy, security and confidentiality.</i>
<b>Health Coding</b>	<i>Properly applies diagnosis and procedural codes to medical charts, records and related documents.</i>
<b>Customer Service</b>	<i>Understands principles and process for providing customer and personal services. This includes providing support patients, patient families, providers and other internal and external stakeholders for billing, payment and accounting issues.</i>
<b>Technology Applications</b>	<i>Identifies and utilizes relevant systems and tools to analyze data; efficiently and effectively performs assigned tasks.</i>
Soft Skills Specific to Occupation	
<b>Critical Thinking/Problem Solving</b>	<i>Recognizes that problems can be identified and possible solutions can be generated.</i>
<b>Self-Direction</b>	<i>Recognize personal characteristics, preferences, thoughts and strengths.</i>
<b>Communication</b>	<i>Articulate personal strengths and challenges using different forms of communication to express oneself.</i>
<b>Collaboration/Teamwork</b>	<i>Recognize how personal actions have had a positive or negative impact on others with feedback as needed.</i>

Certifications: RHIT (Registered Health Information Technician) through American Health Information Management Association (AHIMA)