

Job Description

Title:	Analyst
Business Unit:	Customer Experience
Department:	Business Operations
Reports to:	Director, Business Operations
Location:	Hybrid
Direct Reports:	No
Updated:	June 2023

About FinThrive

FinThrive is advancing the healthcare economy. We rethink revenue management to pave the way for a healthcare system that ensures every transaction and patient experience is addressed holistically. We're making breakthroughs in technology—developing award-winning revenue management solutions that adapt with healthcare professionals, freeing providers and payers from complexity and inefficiency, so they can focus on doing their best work. Our end-to-end revenue management platform delivers a smarter, smoother revenue experience that increases revenue, reduces costs, expands cash collections, and ensures regulatory compliance across the entire revenue cycle continuum. We've delivered over \$10 billion in net revenue and cash to more than 3,245 customers worldwide. When healthcare finance becomes effortless, the boundaries of what's possible in healthcare expand. For more information on our new vision for healthcare revenue management, visit finthrive.com

About Our Culture

Find Balance with Our Colleague-friendly Organization

We prioritize work-life balance and flexibility for our colleagues, which is why FinThrive offers a conducive and stress-free work culture. This, along with fantastic salary and benefits packages will help you thrive in your career.

Take Time to Recharge and Pursue Your Passions

At FinThrive, we believe in the human side of work and the importance of taking time to pursue your passions and recharge. Whether it's traveling the world, spending quality time with loved ones, or giving back to your community, we want you to enjoy all the good that life has to offer.

Be Part of a Positive and Supportive Work Environment

FinThrive colleagues value diversity, inclusivity, and respect, and we're committed to creating a positive and supportive work environment where every colleague's voice is heard and celebrated. At FinThrive, you're a valuable member of our team, and your opinions matter!

Grow and Excel Your Career with Training and Education

FinThrive is committed to helping our colleagues grow and excel in their careers, which is why we offer top-notch training and education to sharpen your skills and prepare you for whatever lies ahead. With our support, you'll be well-equipped to succeed not just in your current role but also in your future endeavors.

What we offer

- Term life, Accidental & Medical Insurance
- Professional development opportunities
- Hybrid work environment

Impact you will make

This role allows you to work in a culture that encourages our people to hone current skills and build new capabilities while discovering their genius. We consistently explore new technologies and tools to be agile. You will be working in an environment that welcomes continued professional growth through tuition reimbursement, conferences and seminars.

What you will do

Major Responsibilities/Activities:

- In the first 90 days, the colleague will complete a training program that will prepare the colleague for their day to day responsibilities. After completion of training, the colleague will create a workflow plan to ensure assigned target dates are met timely and with accuracy. Will work closely with team lead on ensuring their workflow plan is solid.
- Beyond 90 days the colleague will investigate insurance denials and document instructions for hospital billing staff to follow to ensure accounts can be billed accurately and timely.
- As a key contributor to FinThrive Revenue Assurance services, the colleague will focus on high quality and detailed analysis process, follow-up on previously reported accounts to identify the next appropriate steps, and will perform standardized invoicing procedures to ensure accounts are invoiced accurately.
- Perform analysis on Medicaid, Medicare and Commercial Inpatient and Outpatient hospital data
- Interpret all insurance eligibility responses and denials
- Identify/evaluate if billing was done accurately and within billing requirements, policies and guidelines
- Determine and confirm which accounts can be reported to existing and potential new clients
- Utilize numerous patient accounting and eligibility systems to review patient account information
- Report detailed, clear and concise instructions of specific workflow steps to ensure billing accuracy for customer revenue recovery
- Analyze each reported account that has received payment to ensure payment date and amount are accurate and determine if the account can be invoiced
- Follow-up on previously reported accounts to determine whether the customer has accurately utilized the reported information

What you will bring

- Experience with Microsoft Office, Outlook and Microsoft Teams
- Analytical thinking and problem solving
- Ability to work alone or with a team seamlessly
- Ability to work remotely and self-manage to ensure deadlines are met
- Excellent communication (verbal and written)
- Excellent time management skills

What we would like to see

- Associates or Bachelor's Degree or equivalent experience
- Advanced Experience in Microsoft Excel and data interpretation
- Experience in billing guidelines and regulations for all payers
- Experience with insurance eligibility and denials
- The skill and drive to identify new revenue opportunities
- The ability to troubleshoot complex hospital accounts
- 3 + years of Healthcare Revenue Cycle experience in patient financial services role preferred, preferably hospitals
- Experience working in an office setting or job environment where productivity is based on client needs

FinThrive is an Equal Opportunity Employer and ensures its employment decisions comply with principles embodied in Title VII, the Age Discrimination in Employment Act, the Rehabilitation Act of 1973, the Vietnam Veterans Readjustment Assistance Act of 1974, Executive Order 11246, Revised Order Number 4, and applicable state regulations.

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