

# Position Description

## MEDICAL RECORDS ASSISTANT

### **MISSION STATEMENT**

To ensure the success of the Medical Records Director.

To help gather complete medical records and bills related to each client's case.

To update client medical bill balances and provide paralegals and attorneys accurate billing information on each case.

To update attorneys and paralegals with respect to client treatment.

### **RESULTS / OUTCOMES (What you must get done.)**

- Assist the Medical Records Director in her outcomes by gathering requisite medical records and bills.
- Establish communications with each client during the treatment phase of their claim.
- Proportionately contribute to overall client satisfaction and firm revenue goals.

### **DUTIES / RESPONSIBILITIES**

#### **Assist the Medical Records Director**

- Submit and follow up on HIPAA-compliant medical records and bill requests to the client's treatment providers, including:
  - Paper requests via electronic fax.
  - Electronic requests via Chartswap.com, e-mail, and online patient portals.
- Track and update the status of client medical releases as required.
- Assist in the various facets of case work relevant to medical records and billing as directed by the Medical Records Director.
  - Clarify treatment providers/days/locations.
  - Fill in any gaps in requested records and bills.

#### **Client Treatment Updates**

- Contact clients every 3 weeks to track treatment locations, providers, and progress, noting all information in client's file for the paralegal, attorney, and Medical Records Director.
- Make sure client questions or concerns are addressed if they have any.

#### **Medical Bill Balance Updates**

- Verify any and all outstanding balances for client treatment with their providers.
- If applicable, ensure clients are using their health insurance and that providers are submitting the bills to the insurance company.
  - Direct providers to submit billing to appropriate party, whether health insurance or medical payments coverage.
- Track balance information in client's Needles file, and update/alert the paralegals on important treatment/balance information.

**Fill In: Office Assistant; Reception; Runner**