# REVENUE CYCLE CAREER PIPELINE

The healthcare revenue cycle career pipeline provides specialized pathways in **Patient Service Center, Financial Clearance, Coding, and Billing,** enabling professionals to advance patient experience through expertise and technology. Aspirus fosters career growth by offering opportunities for personal development, advanced certifications, and specialized roles.

Patient Service Center | **Financial Clearance** | Coding | Billing

## Financial Clearance Pathway

**Financial Care Representative/Financial Counselor**

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**Financial Care Representative II/Financial Counselor II**

**Leadership and Operations**

Revenue Cycle professionals can advance into leadership and administrative roles, progressing through supervisory, managerial, director, and executive positions while expanding their expertise and influence.

## Financial Care Representative

The Financial Care Representative works in a call center environment, assisting patients with billing and collections inquiries, explaining financial policies, programs, and payment arrangements, processing payments, and maintaining accurate call records and documentation.

**Education/Training:** High school diploma or equivalent experience.

**Requirements/Experience:** One year experience in healthcare billing medical insurance and benefits, or finance. Minimum of two years' experience in customer service. Prior experience in medical collections and account resolution preferred. Previous experience in call center preferred. Billing, coding, or collections certifications preferred.

## Financial Counselor

The Financial Counselor manages patient account credit and collection communications. They also monitor patient accounts that have been transferred to an outside collection agency, perform financial assistant screenings, and work with patients on payment arrangements.

**Education/Training:** High school diploma or equivalent experience.

**Requirements/Experience:** Minimum of 3 years in healthcare collections preferred. Previous financial or medical insurance experience preferred. Prior experience in implementing new collections policies preferred. Prior Epic knowledge beneficial. Licensed and bonded collector status is beneficial.

## Financial Care Representative II

The Financial Care Representative II works in a call center environment, assisting patients with billing and collections inquiries, explaining financial policies, programs, and payment arrangements, processing payments, and maintaining accurate call records and documentation. They also support escalated customer service issues and complaints by collaborating with other departments to achieve timely resolution.

**Education/Training:** High school diploma or equivalent experience. Knowledge of medical terminology, basic CPT, and ICD coding preferred.

**Requirements/Experience:** One year experience in healthcare billing medical insurance and benefits, or finance. Minimum of two years' experience in customer service. Prior experience in medical collections and account resolution preferred. Previous experience in call center preferred. Billing, coding, or collections certifications preferred.



## Financial Counselor II

The Financial Counselor II manages patient account collections and credit communications, conducts finical assistance screenings, coordinated patient payment and referral arrangements, monitors accounts with collection agencies, and resolves complex patient account concerns.

**Education/Training:** High school diploma or equivalent experience.

**Requirements/Experience:** One year experience in social work, public aid office or financial background preferred. Minimum of 3 years in healthcare collections preferred. Previous financial or medical insurance experience preferred. Prior experience in implementing new collections policies preferred. Prior Epic knowledge beneficial. Licensed and bonded collector status is beneficial.