

POSITION OVERVIEW

Job Title: Lead Refunds Specialist
Business Title: Lead Refunds Specialist
Job Code: REFSPEC
FLSA Status: Non-Exempt
Department: Revenue Cycle
Reports to: Supervisor, Revenue Cycle
Location: Austin, TX
Draft Date: 6/18/2026
Revision Date: 6/18/2026
Approved By: Kimberly Bloodworth
Role: Individual Contributor

POSITION SUMMARY

This position has lead responsibility and/or input for hiring, retention, performance development, performance management, and teammate relations. This position is accountable for the timely and accurate posting of payments, denials and adjustments. Accurate and detailed posting of EOB payments from insurance companies to patient accounts. This position is also accountable for reviewing and processing patient and insurance refunds, which will include an overview of amounts billed and paid which will result in a credit balance.

POSITION DUTIES AND RESPONSIBILITIES

- Support the management of the Payment Posting and Refunds teams on and off site for Radiology Partners practices
- Accountable for distributing, communicating, and organizing workloads within the department
- Leads, trains, mentors, motivates and orientates teammates remotely or onsite
- Audits and provides feedback to management of teammate performance
- Meets with the Manager regularly to effectively communicate and resolve Payment Posting and Refunds issues, set and prioritize goals and improve processes
- Be lead customer support point of contact for all payment posting and refunds issues
- Post all payments, manual and electronic to patient accounts
- Resolve any edits and report issues timely and accurately from all 835 payer files
- Post all non-EDI payments, contractual allowances, rejection codes, deductibles, and copayments
- Research unidentified payments and/or recoupments to determine appropriate resolution
- Identify credit balances at time of posting and submit request refund request for approval
- Research and resolve accounts that are in a credit balance
- Research and resolve all refund request
- Maximizes efficiency in the payment posting/refunds team and coordinates across functional teams to resolve issues and improve overall Revenue Cycle performance
- Promotes communication and cooperation among teammates to create a spirit of unity in the department.
- Works closely with leadership and teammates to improve work relationships, build morale, and increase productivity and retention
- Performs other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge – Theoretic or practical understanding of a subject (e.g., Understanding of healthcare industry regulations, trends, and best practices).

- Skills – Proficiencies developed through training or experience (e.g., Proficiency in computer software including Microsoft Office Products. (Word, Excel, Access, Outlook and PowerPoint)).
- Abilities – Innate or developed capacities to perform tasks (e.g. Ability to work with and maintain confidential information).

REQUIRED QUALIFICATIONS

- Associate's degree or equivalent work experience required
- Three years of revenue cycle experience required - Radiology experience preferred
- Working knowledge of EOB's, EFT's and ERA's
- In depth knowledge of Medicare, Medicaid, commercial payer payment posting and reimbursement policies and procedures
- Excellent attention to detail
- Excellent communication and problem-solving skills
- Ability to work in a collaborative, team environment
- Ability to be well organized, detail-oriented, in a fast-paced environment
- Ability to think critically and identify the global impact across the revenue cycle with a solution-oriented approach
- Ability to work independently with minimal supervision

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

☐ Never ☒ Occasionally ☐ Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

☐ Never ☐ Occasionally ☒ Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

☐ Never ☒ Occasionally ☐ Constantly

Moving about to accomplish tasks or moving from one worksite to another.

☐ Never ☐ Occasionally ☒ Constantly

Adjusting or moving objects up to 15 pounds in all directions.

☐ Never ☐ Occasionally ☒ Constantly

Communicating with others to exchange information.

☐ Never ☐ Occasionally ☒ Constantly

Repeating motions that may include the wrists, hands and/or fingers.

☐ Never ☐ Occasionally ☒ Constantly

Operating machinery and/or power tools.

☐ Never ☐ Occasionally ☒ Constantly

Operating motor vehicles or heavy equipment.

☒ Never ☐ Occasionally ☐ Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

☐ Never ☐ Occasionally ☒ Constantly

Environmental Conditions

Low temperatures.

☐ Never ☒ Occasionally ☐ Constantly

High temperatures.

☒ Never ☐ Occasionally ☐ Constantly

Outdoor elements such as precipitation and wind.

☒ Never ☐ Occasionally ☐ Constantly



Noisy environments.

☒ Never ☐ Occasionally ☐ Constantly

Hazardous conditions.

☒ Never ☐ Occasionally ☐ Constantly

Poor ventilation.

☒ Never ☐ Occasionally ☐ Constantly

Small and/or enclosed spaces.

☐ Never ☐ Occasionally ☒ Constantly

No adverse environmental conditions expected.

☒ Never ☐ Occasionally ☐ Constantly

Physical Demands

Sedentary work that primarily involves sitting/standing.

☐ Never ☒ Occasionally ☐ Constantly

Light work that includes moving objects up to 20 pounds.

☐ Never ☐ Occasionally ☒ Constantly

Medium work that includes moving objects up to 50 pounds.

☐ Never ☒ Occasionally ☐ Constantly

Heavy work that includes moving objects up to 100 pounds or more.

☒ Never ☐ Occasionally ☐ Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate's Signature

Date