



Hawthorn Physician Services, Inc. is currently looking for a Client Service Representative to join our team. The Client Service Representative is the primary contact between Hawthorn Physician Services and our clients. An ideal candidate would possess the ability to proactively analyze the client's financial results on a monthly basis to identify reimbursement trends and patterns of denials, and then effectively communicate those results to our clients. Background in Pathology a plus, but not required. Essential duties include the following:

- Analyzes clients' performance by report analysis and communication with A/R managers in order to improve financial results within compliance boundaries
- Develops and maintains a working knowledge of the clients' service and payer mix
- Identifies changes and forecasts the impact on financial performance
- Performs fee/payment analysis to insure clients are receiving the maximum allowed by contracts
- Meets regularly (at least monthly) with clients to discuss financial results

Candidates should possess good interpersonal skills, have the ability to work independently and be able to effectively interact with all levels and management, clients, and staff. Two years college and six years physician account experience, or an equivalent combination of education and experience is required. Strong working knowledge of managed care plans, Medicare, and Medicaid is required.

Travel requirement is approximately 35-40%. Please email your resume to [mbrown@hawthorngrp.com](mailto:mbrown@hawthorngrp.com), or fill out the online application located on our website.

#### ST. LOUIS HEADQUARTERS

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