Healthcare Billing and Collections Agent – One Sitting

Assessment Fact Sheet

Overview	The Healthcare Billing and Collections Agent solution is for entry-level collections positions in an inbound or outbound healthcare call center environment. Sample tasks for this job include, but are not limited to: monitoring overdue accounts to update status; calling customers with overdue accounts; and persuading customers to pay their overdue accounts. Potential job titles that use this solution are: Call Center Collections Agent, Contact Center Collections Agent, and Collections Agent.	
	Job Level	Entry-level
	Job Family/Title	Healthcare

Details		
	Average Testing Time (minutes)	44 minutes
	Maximum Number of Questions	89 items
	Number of Sittings	One
	Designed for Unproctored Environment	Yes
	Question Format	Simulation, Multiple Choice, Multiple Choice - Adaptive

Knowledge, Skills, Abilities and Competencies Measured

Motivation: This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.

Assertiveness: This component measures the tendency of a person's effectiveness in directing and influencing others. This trait is characterized by: persuading and negotiating effectively with others; influencing others' decision-making; and coordinating others' efforts to accomplish work.

Responsibility: This component measures the tendency of a person's responsibility for his/her own actions and a commitment to performing assigned tasks. This trait is characterized by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.

Data Entry Speed: This measures a candidate's ability to listen to and record information received from customers quickly. This is calculated by the number of gross keystrokes per minute typed by an applicant.

Data Entry Accuracy: This measures a candidate's ability to listen to and record information received from customers accurately. This is calculated by the following formula: Percent Accurate = Number of Correct/Number of Total * 100.

Navigation: This measures a candidate's interactions within a realistic contact center environment by providing a workspace that simulates multiple customer service-based applications running on a Windows desktop simultaneously.

Service Orientation: This measures a candidate's tendency to focus on meeting customers' needs in a simulated telephone call context. This includes the tone and language used to respond to customers' questions, apologizing when appropriate, and providing solutions that directly relate to customers' requests.
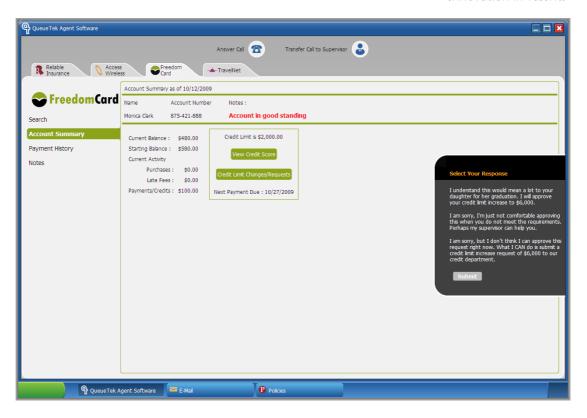
Tactful Problem Solving: This measures a candidate's tendencies to engage in problem solving with customers in the context of simulated telephone calls. This includes acquiring necessary information from both customers and systems to understand the nature of the problem, working through ambiguity to determine the correct answer, and tactfully explaining the resolution of the situation to customers.

Example Questions

If I am uncertain how to handle a patient's needs I:

a) ○ use my best judgment.

b) ○ ask my supervisor or coworker.

c) ○ rely on previous experiences to guide me.

d) ○ do what the patient requests.

Choose which of the two statements below is more true of you.

a.) ○ I'm pretty good at figuring things out on my own.

b.) ○ I like jobs where there's a medium amount of supervision.

QueueTek Agent Software

Answer Call 📞   Transfer Call to Supervisor 👤

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FreedomCard

Search
Account Summary
Payment History
Notes

Account Summary as of 10/12/2009

Name	Account Number	Notes :
Monica Clark	875-421-888	**Account in good standing**

Current Balance : $480.00
Starting Balance : $580.00
Current Activity
    Purchases : $0.00
    Late Fees : $0.00
Payments/Credits : $100.00

Credit Limit is $2,000.00

[View Credit Score]

[Credit Limit Changes/Requests]

Next Payment Due : 10/27/2009

Select Your Response

I understand this would mean a lot to your daughter for her graduation. I will approve your credit limit increase to $6,000.

I am sorry, I'm just not comfortable approving this when you do not meet the requirements. Perhaps my supervisor can help you.

I am sorry, but I don't think I can approve this request right now. What I CAN do is submit a credit limit increase request of $6,000 to our credit department.

[Submit]

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Example Reports

Recruiter Report : Healthcare 5.5: Healthcare Billing and Collections Agent - Short Form

PREVISOR

Applicant Information

Name:
Application Date: Wed Oct 28 14:10:00 EDT 2009
Applicant ID: 12418513
Session ID: 710861421568140084

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that PreVisor offers, please contact your account representative.

Overall Score

	Low	Medium	High
Recommended ✓			
Percentile	30	70	100
Overall Score	100		◆

Detailed Results

		Low	Medium	High
	Percentile	30	70	100
Navigation	97			◆
Service Orientation	44		◆	
Tactful Problem Solving	31		◆	
Data Entry Speed	100			◆
Data Entry Accuracy	94			◆
Motivation	95			◆
Assertiveness	99			◆
Responsibility	89			◆

Score Interpretation

Navigation

This measures a candidate's interactions within a realistic contact center environment by providing a workspace that simulates multiple customer service-based applications running on a Windows desktop simultaneously.

The candidate tends to excel in navigating between multiple computer screens to find information. He/she is able to determine which application contains the information needed to solve the customer's problem. Based on this information, the candidate is more likely than others to perform well on the job when navigating through multiple screens.

Service Orientation

This measures a candidate's tendency to focus on meeting customers' needs in a simulated telephone call context. This includes the tone and language used to respond to customers' questions, apologizing when appropriate, and providing solutions that directly relate to customers' requests.

The candidate will usually greet customers with enthusiasm and be polite when speaking with customers. At times, the candidate may not have patience with customers and may not offer viable alternatives.