



Billing/Accounts Receivable Specialist

Job Title: Billing/Accounts Receivable Specialist

Department: Finance

Supervisor: Chief Financial Officer

Job Supervisory Responsibilities: None currently

General Summary: The Billing/Accounts Receivable Specialist is responsible for a variety of duties, as assigned by CFO, which include routing billing payment posting, and problem solving for various payers, including insurance, HMO, Medicaid, Medicare and private pay and also special projects in billing and collection. In addition, the Specialist may be responsible for billing and posting for Special contracts and for obtaining an/or entry of prior authorizations. The billing Specialist is responsible for clear detailed communication with the clinical and billing staffs and with payers and clients regarding various insurance-related and payment -related issues. Responsibilities may also include researching and resolving client insurance claims which are denied or uncollected and, also, working with the clinical staff members to resolve billing problems. Communication with clients is informative rather than confrontive, reflecting sensitive, thoughtful, courteous communication. Other special projects may be assigned.

Essential Job Responsibilities:

1. Verify accuracy of billing data and revise errors.
2. Recommend to CFO past due accounts for write off to bad debt.
3. Prepare patient statements.
4. Review patient accounts/claims to ensure billing claims and paperwork for claims are in accordance with guidelines.
5. Operate software system for billing, posting remits, and claims research.
6. Obtain and/or enter such documents as authorizations, financial agreements, and other such ancillary documents as may be necessary.
7. Performs various collection actions to include setting up payment plans for patients.
8. Interact with staff, clients, payer and Agencies to answer questions, obtain information, and resolve issues.
9. Monitor aging reports and take such steps as necessary to guarantee payment of claims.
10. Coordinate and collect necessary information from staff or payers for claim adjudication for both medical and dental claims.

11. Participate in take-back. Overpayment, and refund process.
12. Recognize problem accounts and notify appropriate staff or supervisor to assist in problem resolution.
13. Anticipate insurance trends and advise supervisor of changes.
14. Assist in the creation of manuals and protocols.
15. Participate in the training of new staff members.
16. Participate in chart opening and auditing processes as needed.
17. Maintain open, positive, cordial, team-oriented lines of communication with Manager and other staff members.
18. Contribute to the Billing Department team through positive attitude, respectful interaction, innovative ideas, efficiency, and ethical behavior.
19. Other duties as assigned.

Education: Preferred Bachelor's degree - in business administration or related field.

Experience: Minimum two years of experience in coding, billing, posting, and adjudication of claims.

Other Requirements: None

Performance Requirements:

Knowledge:

1. Knowledge of business management and basic accounting principles.
2. Sufficient knowledge of policies and procedures to accurately answer questions from internal and external customers.
3. Broad-based knowledge of relevant insurance regulations and familiarity with the Health Insurance Portability and Accountability Act.

Skills:

1. Skill in establishing and maintaining effective working relationships with other employees, patients, organizations, and the public.
2. Skill in developing, implementing, and administering budgets.
3. Outstanding attention to detail and excellent time management skills. *This position requires mastery of a large amount of detail.*

Abilities:

1. Ability to create channels of communication to obtain information necessary to perform job task, such as with clients, payers, clinical staff, and billing department staff.
2. Ability to recognize individual and system problems and communicate such information to the supervisor
3. Ability to recognize, evaluate, solve problems, and correct errors.
4. Ability to work independently
5. Ability to work collaboratively on projects

6. Ability to conceptualize workflow, develop plans, and implement appropriate actions.

Equipment Operated: Standard office equipment including computers, fax machines, copiers, printers, telephones, etc.

Work Environment: Position is in a well-lighted office environment. Occasional evening and weekend work.

Mental/Physical Requirements: Daily activity is 80 percent sitting and 20 percent walking or standing.

Employee Signature

Date