



JOB DESCRIPTION

Job Title: Billing Specialist
Reports To: Office & Billing Manager
Job Status: Full Time
Pay:

POSITION SUMMARY:

Posts charges of procedures, posts mailed-in patient payments and performs in-house collections duties for overdue patient account balances. Ensure all insurance and patient payments are collected and posted quickly and accurately.

PRIMARY JOB FUNCTIONS:

- Complete daily posting of charges and payments into the computer with 100% accuracy
- Counts and signs daily petty cash and locks drawer.
- Posts all charges into the computer – ensures that physicians submit these charges within 24 hours to the billing department.
- Balances daily over the counter transactions and reconciles encounter forms.
- Posts all mailed-in patient payments.
- Submits requests for refunds to Office Manager for processing.
- Discusses payment plans with Office Manager when necessary for approval.
- Talks with Billing department if claim is not right.
- Has knowledge of or will be trained to comply with Fair Debt Collections Practices Act
- Prints and mails itemized statements to those patients who request them.
- Responds to written and telephone billing inquiries from patients within a timely manner.
- Maintains working knowledge of insurance follow up protocols.
- Understands how to facilitate payment by government agencies and social support groups.
- Verifies eligibility for all incoming patients for ALL offices and instructs front office staff of copay/deductible to be collected at the time of the visit.
- Notifies staff about outstanding balances on patients being seen in the office.
- Posts all mailed-in insurance payments by line item.
- Alerts manager when payments do not match contractual amounts.
- Submits deposits to office manager for accounting.
- Ensures daily deposit totals balance with daily postings.
- Runs monthly aging reposts and analyzes overdue accounts, sends out past due/warning statements. Meets with office manager to discuss and solve collection problems.
- Recommends accounts to be referred to collection agency.
- Maintains patient confidentiality.

PRIMARY JOB FUNCTIONS (CONT):

- Attends regular staff meetings as requested.
- Attends continuing education sessions as requested.

- Performs any additional duties as requested as the office manager or physicians.

JOB SKILLS, KNOWLEDGE AND ABILITIES:

- High school diploma required
- College education or trade school preferred
- 18 months experience in a medical office reimbursement department
- Computer literate; working knowledge of practice management software a plus
- Proven understanding of Explanation of Benefits forms, claim forms and the insurance billing process
- Working knowledge of managed care, commercial insurance, Medicare, Medicaid and Worker's Compensation
- Basic knowledge of CPT and ICD-10-CM coding for the specialty
- Proven record of discussing financial responsibilities and establishing payment plans when necessary
- Proven track record of establishing relationships with patients or clients
- Working knowledge of medical office billing software
- Experience in a project-oriented position preferred
- Strong written and verbal communication skills
- Neat, professional appearance
- Must possess reliable transportation to ensure punctuality and attendance.

PROFESSIONAL EXPECTATIONS:

Exhibits a positive attitude, compassionate care, a professional appearance, is detailed, efficient and organized with an orientation toward accuracy. Maintains strict confidentiality and enjoys a team-oriented work environment to facilitate the smooth, efficient and professional care of the patient and performance of the office.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Work environment is fast paced but professional and friendly. Work requires movement throughout the office, sitting for periods of time, stooping, bending and stretching for files and supplies. Employee will occasionally be asked to lift files and paper weighing up to 30 pounds. Position requires manual dexterity sufficient to operate, keyboard, operate a computer, telephone, calculator, copier and fine-motor tools related to hearing aid cleaning, operation of grinding and buffing wheel, and such other office equipment as necessary. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contacts. It is necessary to view and type on computer screens for long periods and to work under stressful or emergency situations with high concentration and energy level. Employee may have exposure to communicable diseases, toxic substances, ionizing radiation, medicinal preparation and other conditions common to a clinic environment. Work is performed in an office environment. The employee must be comfortable asking patients for money. Work may be stressful at times and requires excellent communication skills. Interaction with others is constant and may be interruptive. Contact involves dealing with sick individuals in addition to patients suffering from communication disorders.