



## Billing Specialist Position Description

Employee: \_\_\_\_\_

Date of Hire: \_\_\_\_\_

Positions Supervised: None

Supervisor: Lead Billing Specialist

Status: Full Time, M-F

Classification: Hourly, Non-Exempt

Last Revised: 10/13/2020

**Position Summary:** The Billing Specialist is responsible for billing and collection of insurance, denials from all assigned payers, and self-pay accounts receivable, reconciliation of payments received with amounts posted to the billing system, and works with involved parties to resolve identified billing problems or issues.

### Primary Duties:

- Reviews patient accounts for accuracy, make adjustments as needed including encounter rate billing adjustments.
- Reviews and submits electronic statements on a monthly basis.
- Posts payments received and reconciles system postings.
- Records NSF checks returned by bank and notifies patients of adjusted balance due.
- Reviews credit balance report and prepares refund check requests for overpayments.
- Receives, responds and documents all incoming account inquiries and correspondence related to billing issues.
- Completes charge entry on a daily basis and tracks open encounters (20 per hour minimum, 5% error rate maximum).
- Provides education on encounters as appropriate to minimize error reoccurrence and support maximum reimbursement.
- Editing and submission of insurance claims for payers.
- Performs all routine and special follow-up on all assigned accounts using telephone and correspondence to affect collection of patient account balances.
- Negotiates payment terms and establishes agreed-upon payment plans for current and overdue account balances; monitors payment compliance with terms of established plans.
- Evaluates uncollectible accounts and makes recommendations concerning account write-offs and/or placement with an outside collection agency.
- Documents activities on accounts, including corrections, collection activities, etc.
- Initiates & completes account adjustments to correct account balances and/or comply with contractual and sliding fee scale requirements.
- Responsible for other duties as assigned.

### Competencies/Skills:

- Strong oral expression and comprehension.
- Ability to work independently as well as in a team environment.
- Ability to prioritize, multi-task and manage time effectively.
- Demonstrates excellent customer service skills through courteous and professional interaction with patients, visitors, vendors and staff.
- Demonstrates basic understanding and knowledge of electronic health record system and Microsoft Office applications.
- Quality focus, strong organization and attention to detail.
- Demonstrates dependability through good attendance and punctuality.
- Willingness to learn, embrace change and maintain a positive attitude.

**Experience, education/training and licensure:**

- High School diploma or equivalent certificate, certification helpful.
- 2-5 years of medical billing experience, or equivalent is required.
- Working knowledge of FQHC billing is preferred but not required
- Working knowledge of CPT and ICD-10 coding.
- Knowledge of Medicare and Medicaid guidelines.
- Knowledge of Commercial and Private Payer guidelines.
- General knowledge of UB04, CMS 1500 and ODJFS 6780.
- Demonstrated ability to work independently with minimal supervision.
- Proficient with computers and Windows based software programs.
- Willingness to become certified as Community Health – Coding & Billing Specialist (Ch-CBS).
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**PHYSICAL REQUIREMENTS & ENVIRONMENTAL CONDITIONS:**

Must be able to push, pull and assist in lifting up to 25 lbs. May be exposed to loud noises. Must be able to stand and sit for extended periods of time, stoop, bend, reach, show manual dexterity, and clearly communicate with office personnel and external customers. May be exposed to blood and bodily fluids.

_____ Employee	_____ Date
_____ Supervisor	_____ Date
_____ Chief Executive Officer	_____ Date

This job description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. It does not imply that all position within this class will perform all of the duties listed, nor does it attempt to list all possible duties that may be assigned.

This job description does not constitute an employment agreement between the employer and employee and is subject to revision by the employer as the needs of the employer change and/or requirements of the job-related duties expand or are updated.