

Cross Road Health Ministries, Inc.

Billing Specialist Job Description

Job Title: Billing Specialist
Department: Billing / Finance
Supervisor: Billing Manager
FLSA Status: Full-time, Non-exempt
Approval: By: KSH **Date:** 11/5/2018
Work Hours: Regular office hours; nights, holidays and weekends as scheduled and as needed.

Position Summary: The Billing Specialist is responsible for preparing and maintaining client insurance records, filing insurance claims, and managing accounts receivable while providing excellent customer service when responding to inquiries concerning patient accounts.

JOB DUTIES

- Performs patient billing to ensure timeliness, accuracy and compliance with law.
- Posts payments and adjusts patient accounts.
- Runs, verifies and submits patient billing, third party, collections and related reports.
- Monitors patient accounts receivables to maintain a 90% collection ratio.
- Identifies and processes delinquent patient accounts.
- Responds to inquiries concerning patient accounts.
- Investigates, resubmits, refiles and/or files third party claims appeals, if appropriate.
- Remain current with standards of health care billing practices.
- Post Payments to Electronic Medical System and to Rx System.
- Process hardcopy claims, Worker's Compensation, Veterans, and claims that are not electronically sent.
- Process secondary claims, copy Explanations of Benefits from primary insurance; send per HIPAA rules.
- Rebill delinquent insurance claims.
- Follow-up on denied claims, appeal, call, rebill.
- Process bad address report and returned mail; correct if possible and resend bills.
- Run Credit Balance Report quarterly.
- Operates specialized office equipment.
- Acts as back-up to Front Office Receptionists as necessary.
- Processes check payments, deposit slips, and direct deposit payments, including taking deposits to the bank as necessary.
- Pick up and drop off mail at the post office.
- Participates in continuous quality improvement activities.
- Comply with all policies of CRHM.
- Agrees to actively support and promote the mission and values of CRHM.
- Other related duties incidental to the work described herein

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications (Education & Experience):

- High School graduate, or equivalent, plus at least one (1) year experience in billing and collections in primary care setting.
- Knowledge of CPT and ICD-10 codes and use of automated management information systems.

Preferred Qualifications (Education & Experience):

- Certification through American Health Information Management Association or its equivalent as a medical biller is preferred
- Recent EHS experience preferred.

Other Skills:

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Physical Demands/Work Environment: The physical demands described here are representative of those that must be met by an office employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel and reach with hands and arms. The employee is frequently required to sit use a keyboard, use a telephone, and talk or hear. The employee is occasionally required to stand, climb stairs, walk, and climb or balance. Lifting items weighing less than 10 pounds is frequently required. Rarely is there a need to lift more than 25 pounds.

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job.

This Job Description reflects CRHM's best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. ***This is not intended to be a contract.***

Your signature indicates you have read this Job Description and understand the essential qualifications and functions of the job.

Employee Signature: _____

Employee Printed Name: _____

Date: _____

HRD Signature: _____

Date: _____