



JOB DESCRIPTION

Job Title: Medical Billing Specialist
Department: Administration
Reports To: Amanda Jackson
FLSA Status: Non-Exempt

Position Summary: This position will be responsible for managing the claims process by identifying errors, submitting claims in a timely manner, and partnering with insurance carriers to resolve unpaid or rejected claims. This position will also respond to patient inquiries on account status and charges.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Submits insurance claims to clearinghouse or individual insurance companies electronically or via paper CMS-1500 form.
- Answer patient questions on patient responsible portions, copays, deductibles, write-off's, etc. Resolves patient complaints or explains why certain services are not covered.
- Follows up with insurance company on unpaid or rejected claims. Resolves issue and re-submits claims.
- Reviews charges and payments to ensure accuracy
- Prepares appeal letters to insurance carrier when not in agreement with claim denial. Collect necessary information to accompany appeal.
- For patients with coverage by more than one insurer, prepares and submits secondary claims upon processing by primary insurer.
- Follows HIPAA guidelines in handling patient information.
- May periodically create insurance or patient aging reports using the medical practice billing software. These reports are used to identify unpaid insurance claims or patient accounts.
- Understands managed care authorizations and limits to coverage such as the number of visits. This is encountered often when billing for specialties.
- Assist in the resolution of outstanding payments from past due accounts
- May have to verify patient benefits eligibility and coverage.
- Ability to work with the coding department regarding ICD 10 diagnosis and CPT treatment codes from online service or using traditional coding references.

Competencies: To perform the job successfully, an individual should demonstrate the following.

Communications - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

Customer Service - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Dependability - Commits to doing the best job possible. Follows instruction. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions.

Planning & Organization - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

Quality - Fosters quality focus in others. Improves processes. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.

Use of Technology - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

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.

Education/Experience:

Associate's degree or equivalent from two-year College or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Ability:

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, providers and other employees.

Mathematical Ability:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

Microsoft Word, Office, Excel and knowledge of medical billing software.

Certificates and Licenses:

None Required

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General office environment in a clinical setting. Exposure to moderate levels of noise in a moderately paced environment.

Physical Demands: The physical demands described here are representative of those that must be met by an 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 sit; use hands, feel talk and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk, stoop kneel or crouch. The employee must occasionally lift and/or move up to 25 pounds.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.