

Cross Road Medical Center

Job Description

Job Title: Billing Specialist
Department: Accounting
Supervisor: CFO
FLSA Status: Full time Non-Exempt
Approval: By: JRM Date: 01-11-12

Position Summary: Reviews and/or performs patient account billing, patient third-party billing and patient third-party billing coordination. Posts payments and adjusts accounts per policy and procedure. Generates reports to monitor and evaluate billing activity. Implements collection procedures on overdue accounts. Responds to questions concerning patient accounts. Experience in dealing with medically underserved populations and cultural competency. Must have the ability to work independently and as part of a team.

Essential Duties and Responsibilities:

- Performs patient billing to ensure timeliness, accuracy and compliance with law.
- Posts payments to medical accounts and adjusts patient accounts.
- Posts payments to RX System.
- Process hard copy claims – Worker’s Comp., VA and claims not electronically sent.
- Process bad address report/returned mail (correct and resend bills).
- Submits quarterly Credit Balance Report due to Medicare and Medicaid.
- 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.
- Operates specialized office equipment.
- Participates in continuous quality improvement activities.
- Serves as back-up to the front office.
- Complies with all policies of CRMC
- Understands and agrees to support the CRMC Mission Statement.

Skills:

- Able to work under pressure while maintaining attention to detail.
- Computer literate.
- Flexible, teachable, and a team player.
- Committed to confidentiality of medical and financial information.
- Maintains high standard of personal and interpersonal functioning in job performance.

Qualifications: To perform this job successfully, an individual must be able to perform the essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Education/Experience: High School Graduate and at least two years experience in billing and collections in primary care setting (recommended). Knowledge of CPT and ICD-9 codes and use of automated management information systems. Certification through American Health Information Management Association or its equivalent is preferred. Must be people and detail-oriented.

Other Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Should have effective oral, written and telephonic communication skills, including excellent verbal and telephone etiquette. Exceptional customer service, time management, and multi-tasking skills are required.

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 and talk or hear. The employee is occasionally required to stand, 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 Cross Road Medical Center'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: _____