



JOB DESCRIPTION

JOB TITLE

Billing Manager

DEPARTMENT

Ambulance

REPORTS TO

EMS Chief

CLASSIFICATION

Nonexempt Hourly

DATE

September 2018

POSITION TYPE AND EXPECTED HOURS OF WORK

Full-Time, Monday thru Friday, 8:00 a.m. – 5:00 p.m.

SUMMARY

This position provides oversight to billing and collection processes. Reviewing open accounts to determine and take appropriate actions through understanding charges, billed claims, payments, denials, adjustments, and refunds. Collaborate effectively with the EMS Chief and billing team to ensure prompt resolution to billing discrepancies. Communicating with patients and patient's representatives to resolve accounts while offering excellent customer service and maintaining diplomacy when addressing matters that escalate. The position must demonstrate a high degree of familiarity with computer functions and programs including Microsoft products.

ESSENTIAL FUNCTIONS

- Performs follow up and review on open accounts.
- Generates and distribute reports, correspondence, forms, etc. of a specialized and confidential nature
- Investigate claim denials from third party payers to ensure accuracy by reviewing services patient received; ensuring that any coding/charging corrections are promptly executed.
- Review and send monthly billing statements to patients.
- Assist patients with billing questions and payment plans in order to facilitate timely payment of accounts.
- Compile, copy, sort, and file records of office activities, business transactions and other activities
- Operate and troubleshoot office equipment, such as photocopiers, scanners, fax machines, and computers
- Provides information and resolves complaints from patients, insurance companies, hospitals, government agencies and other pay sources
- Review all patient care reports for complete and correct documentation following the documented procedure, keeping an accurate accounting of all documentation errors.
- Meet monthly goals and quality standards through efficient and accurate work processes.

- Process correspondence with adherence to the Health Insurance Portability and Accountability Act (HIPAA) guidelines where applicable.
- Maintaining knowledge of functional area and department policies and procedures.
- Under general supervision, evaluates and interprets medical treatment records, medical diagnostic coding and billing information; communicates with insurance companies, government programs and other pay sources; coordinates with collections agency on unpaid claims; performs related work as assigned
- Other duties may be assigned.

CONFIDENTIAL INFORMATION

This position has a high degree of access to confidential information and is required to submit to background and consumer credit checks.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Ability to maintain the highest level of confidentiality.
- Proficient personal computer skills.
- Excellent skills in MS Office products including Word and Excel
- Excellent oral and written business English usage, including spelling grammar and punctuation.
- Excellent business arithmetic skills, including decimals and percentages.
- Ability to work in a team fostered environment.
- Ability to multitask and work in a fast-paced environment.
- Ability to prioritize and organize work.
- Ability to use tact, discretion, initiative and independent judgment within established guidelines.
- Ability to understand and analyze trends to ensure medical billing practices are affording the highest and best revenue results.

SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibilities.

TRAVEL

There may be occasional local day and overnight travel.

REQUIRED EDUCATION AND EXPERIENCE

High school diploma or general education degree (GED)

Prefer associates degree in a business related field or a minimum of two years administrative experience with the ability to prioritize assignments and organize work efficiently.

Prefer certification by National Association of Ambulance Coders (NAAC) or ability to achieve within 6 months.

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. While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands to finger, handle, or feel; and talk; or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus with long period working on a computer.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Normal office working conditions. The noise level in the work environment is usually quiet.

EEO Statement

Adams County is an equal opportunity employer and affords equal opportunity to all applicants for all positions without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.