

Job description

Position Title: Billing Specialist
FLSA: Non-exempt
Location: Santa Rosa, Calif.
Schedule: Monday-Friday, 8:00 a.m.-5:00 p.m.

Summary

Responsible for completing billing claims accurately, completely and timely in order to receive reimbursement for services. Billing Specialist is responsible for collecting clinical, demographic, and insurance data necessary to complete a claim. The Billing Specialist works closely with insurance companies, clearinghouse, and other outside entities to coordinate billing and reimbursement and to follow up on claims not paid and/or denied. The Billing Specialist is responsible for accurately posting reimbursement in the electronic billing system and for follow up when reimbursement is in accurate or incomplete.

Duties and responsibilities

(includes, but is not limited to the following):

- Track and resolve outstanding denials and payment issues, including make daily calls and research account issues. Work insurance denials, file appeals and follow up till paid. Submit corrected claims.
- Perform collection activities including contacting patient by phone to request payment, set up payment arrangements and pursue delinquent accounts, correcting and resubmitting claims to payers as needed.
- Post insurance payments and adjustments. Make sure insurance reimbursements are correct. Balance daily posting batches.
- Report denial patterns to Revenue Cycle Manager.
- Reconcile daily money intake with reports.
- Review claim rejections and follow up with insurances in a timely manner.
- Enter charges for clinic, surgery and DME accurately.
- Monitor open item aging to identify accounts with services requiring follow up.
- Update patient demographics on account when needed.
- Update insurance on account when needed.
- If insurance is updated, verify open charges on account are accurate for new payer and are opened to generate claim if needed.
- Respond to correspondence from patients, staff, physicians and insurance companies within two business days of receipt.
- Resolve patient billing questions and complaints.
- Prepare, review and send patient statement when needed.
- Review accounts for possible assignment to collection agency.
- Submit supporting documentation to payers according to payer's clinical policies.
- Process requests for refunds.
- Maintain strictest confidentiality; adhere to all HIPAA guidelines/regulations.
- Attends meetings as required.

- Regular and reliable attendance is required to perform the functions of this position.
- Perform other duties as assigned.

Supervisory

- This position has no direct supervisory responsibilities.

Education, licensure and/or certifications

- High school diploma or GED.
- AAPC or AHIMA preferred

Experience

- One year of billing experience in a health care organization. Additional appropriate education may be substituted for one year of billing experience.
- One year of orthopedic Medical Billing preferred.
- One year of worker comp experience preferred.
- One year surgery billing experience preferred

Knowledge, skills and abilities

- Extensive knowledge of medical billing and collection practices including insurance company payment policies and fee schedules.
- Knowledge of medical office policies and procedures.
- Knowledge and understanding of CPT, ICD-10 and HCPCS coding guidelines.
- Knowledge and understanding of modifier use.
- Knowledge and understanding of modifier use by payer.
- Knowledge of HIPAA guideline.
- Knowledge of database functionality, Microsoft Word and Excel.
- Knowledge of basic accounting principles.
- Ability to establish and maintain effective working relationships with patients, employees and the public.
- Ability to communicate clearly both written and verbal.
- Skill in answering the telephone in a professional, pleasant, and helpful manner.

- Ability to speak clearly and concisely.

- Skill in operating a computer and other office equipment (i.e., scanner, fax, etc.)

- Knowledge of business office procedures.

- Knowledge of grammar, spelling and punctuation to type patient information.

- Ability to read, understand and follow oral and written instructions.

- Ability to sort and file materials correctly by alphabetic or numeric systems.

Physical demands

The physical demands described here are representative of those that may need to 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.

- Requires prolonged sitting, some bending, stooping and stretching.
- Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment.

- Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports.

- Requires lifting papers or boxes up to 50 pounds occasionally.

- Requires dexterity to type 50 wpm.

Work environment

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

- Work is performed in an office environment and involves frequent contact with staff.