



## Job Description

**Job Title:** Billing Specialist

**Revised Date:** September 8, 2023

**Reports to:** Finance Section Manager

**Scope of Authority:** Employee is not responsible for supervising other personnel.

**Security/Access:** Employee will be issued picture identification and department credit card.

**Job Summary:** Responsible for functions related to program participant management, support, and billing including: assuring program registrations are distributed and completed, manage content of program participant electronic health systems, data input and inquiry into electronic filing system; complete initial, follow up, and ultimate resolution of unpaid claims with insurance companies, government agencies, and patients. Establish and maintain insurance contracts for reimbursement of program services. Assists in gathering program data, perform computations, review for accuracy, and generate reports and related narratives for management review. Actively participates and assumes responsibility for day-to-day program procedures in collaboration with program coordinators in order to ensure programs effectiveness and efficiency. General clerical duties (maintain inventory, file organization, archiving, data entry). Answers phones, processes documents, requisitions, and organizes and files information. Completes other duties as assigned. Compliance with rules and regulations of all applicable federal, state and local laws as well as Two Rivers Public Health Department policies is a condition of employment.

### Required Education and Experience:

- High school diploma or equivalent
- Preferred 2 years' experience working in a fast-paced health clinic.
- Desired 2-year degree from an accredited college or university in medical billing, finance, accounting, or closely related field with 2 years' experience with CPT and ICD-10 coding preferred.
- Ability to work well with diverse groups in the public sector and demonstrate cultural awareness and sensitivity.
- National Incident Management System (NIMS) compliant within 6 months of employment.
- Proficient in QuickBooks, Microsoft, and common computer and data base applications. Proficient in data base applications, basic math skills, understanding of medical terminology and billing procedures; detail-oriented and proficient in using coding and financial software.
- Ability to operate standard office equipment including but not limited to computers, printers, copiers, scanners, calculators, facsimile machines and telephone systems.
- Ability to travel within the TRPHD seven county service area. Further distances on occasion.
- Ability to work well with diverse groups in the public sector and demonstrate cultural awareness and sensitivity.

**Duties and Responsibilities:**

- Bills clinical service claims- verifies and audits for accuracy and submits billing claim to patient or other third-party payers.
- Receives and resolves inquiries regarding accounts, either in-person, by phone or written correspondence from patients, family members, third-party payers, physicians, etc.
- Perform follow-up processes on unpaid insurance claims
- Researches, identifies and rectifies any special circumstances affecting delayed payment of accounts and takes steps to get claim paid.
- Perform initial appeals on denied claims.
- Maintain knowledge of third-party reimbursement systems.
- Assists with cash management including posting payments, preparing deposits and balancing.
- Keeps up to date with status and regulations that affect collection of receivables; monitors third-party contract payment arrangements, both private and governmental.
- Maintains the completeness and accuracy of patient's computerized financial file.
- Processes refunds, adjustments or corrections to patient account(s) according to policy guidelines.
- Attends and participates in departmental trainings and meetings.
- Assists with management of social media sites.
- Assists with overall operations and processes of finance in organization.
- Provides general office support for employees and customers.
- Answer phones, greet visitors, and respond appropriately to inquiries.
- Compliance with all TRPHD policies and procedures.
- Participation in assigned internal staff committees.
- Participate in performance management, activities to sustain a culture of quality within TRPHD and department accreditation efforts.
- Maintain strict confidentiality of sensitive information in accordance to HIPAA regulations.
- Able to work some evenings and weekends when needed.
- Represent TRPHD in a professional manner when out in the community in a variety of settings.
- Assist with emergency response efforts to disease outbreaks and/or disasters when requested.
- Performs other duties as assigned.

**Basic Skills and Abilities required:**

- Ability to establish and maintain effective working relationships with coworkers, administrative support organization, elected and appointed officials, representatives of other governmental units, private industry and members of the general public.
- Readily assumes responsibility.
- Possess at least an entry level understanding, with progressive development, of financial statements and relationships, analytical techniques, operations, and working knowledge of Generally Accepted Accounting Principles, practices, and procedures
- Ability to communicate effectively and articulate both orally and in writing.
- Ability to think strategically.
- Ability to organize, analyze, and interpret technical information.
- Ability to organize tasks, establish priorities and meet established deadlines.
- Ability to exercise objective judgment.

- Ability to sit, walk, and stand; use hands, fingers to handle or feel; reach with hands and arms; and talk and hear. The employee is occasionally required to stand, climb stairs, walk, stoop, kneel, crouch or crawl. The employee must be able to lift and/or move 50 pounds. Specific vision abilities required include those of close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. The employee must be able to demonstrate physical fitness activities.
- Ability to work in a smoke/tobacco-free and drug-free work environment.

This position qualifies for non-exempt status as defined in the Fair Labor Standards.

I have read the above job description and agree to carry out the responsibilities described therein.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Director: \_\_\_\_\_ Date: \_\_\_\_\_