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| Job Title: Billing Payments Specialist | Hours Per Week: 36-40 hours (FT) |
| Department: A/R (Ins & Col) | Location: Main Office |
| Effective Date: 1/20/2020 | Type: Full-Time / Non-Exempt Hourly |

POSITION OVERVIEW

The Billing Payments Specialist posts payments and denials to the patient accounts which includes payments from our Key Bank lockbox, daily mail, credit card payments and Electronic Fund Transfer (EFT) payments. The Billing Payments Specialist also tracks payments from Authorize.net, Converge and Key Bank.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Process auto payments from our Key Bank deposit report daily and in a timely manner.
- Manually post payments daily from our lockbox, daily mail and credit cards.
- Correct patient accounts in the billing system using information found on explanations of benefits and ERA's from insurance companies, account information, and other necessary research.
- Post and/or verify denials, take backs, and partial payments.
- Identify and resolve errors which may lead to undo write-offs or insurance rejections.
- Review and monitor reports to identify and communicate trends, problems, changes, etc.
- Initiate refunds as appropriate.
- Works the billing phone line as scheduled to include incoming calls requesting account information and making outgoing calls for account investigation.
- Recognize and appropriately report problems or negative patterns in support of maximization of billing and collections.
- Provide backup for other office responsibilities as a member of the Billing Team.
- Handle other duties and special projects as assigned.

EDUCATION, EXPERIENCE & KNOWLEDGE REQUIREMENTS

Education

- High School Diploma or equivalent

Experience

- Minimum 3-5 years medical billing experience.

Knowledge & Skills

- Proficiency in using computers and ability to learn various software.
- Familiarity with medical billing systems, ICD-10, CPT, medical coding, and basic medical terminology.
- Superior organizational and problem-solving skills, and attention to detail
- Ability to work well in a team environment.
- Strong communication (verbal and written) skills.

| PHYSICAL REQUIREMENTS | PRIMARY DUTY | Percent of Time doing Activity | | | |
|--|--------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|
| | | 0%- 24% | 25%- 49% | 50%- 74% | 75%- 100% |
| Seeing: Must be able to read screen & various reports | Yes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Hearing: Must be able to hear well enough to communicate | Yes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Standing / walking | No | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Climbing / kneeling/bending | No | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lifting / pulling / pushing | No | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Grasping / feeling: Must be able to write, type, and use phone | Yes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to amend and change responsibilities to meet business and organizational needs as necessary. This job description is NOT a contract for employment and does not modify or circumvent the employee's 'at-will' employment relationship with the company.

has provided written authorization.