

POSITION DESCRIPTION

I. TITLE OF POSITION: Billing Specialist

II. NATURE OF POSITION:

The Billing Specialist is responsible for all aspects of the accounting of patient files and includes: management of the Accounts Receivable system for the assigned center(s), general office operations, participation in professional development, and member of the Health Care Team. Must be able to work in a Patient Centered Medical Home model. Must facilitate partnerships between patients, physicians and health teams with focus on care coordination and integration of treatment internally and externally. Must work diligently to assure that services are accessible, continuous, comprehensive, coordinated, compassionate, and culturally effective. Must be committed to eliminating barriers to care that is centered on the needs and convenience of patients above all other factors.

III. QUALIFICATIONS:

- High school graduate, GED or equivalent.
- Experience with data entry
- General knowledge of billing and accounting practices
- Knowledge of CPT, ICD10-CM, and HCPCS codes
- **Medical Billing Coding Certification is required** - CPC or CCS-P preferred.
- Detail oriented and able to be accurate with little supervision
- Ability to work in team setting
- Good verbal and written communication
- Able to work with diverse populations

IV. SALARY GRADE: Non-exempt

V. RESPONSIBLE TO: Dental Director

VI. RESPONSIBILITIES:

- A. Management of Accounts Receivable system for assigned center(s):**
- Entry of patient information for account set-up
 - Charge-entry
 - Work with front desk staff in insuring accuracy of patient information and insurance
 - Generate weekly billings of third party payors
 - Generate monthly patient statements
 - Reconcile cash received to billings
 - Reconcile cash received to encounter forms or billings

- Entry of reconciled cash or check receipts into patient account
- Investigate any differences or irregularities indicated on encounter forms prior to billings
- Investigate any apparent problems in cash receipts prior to payment entry
- Follow all manual calculations and procedures established to ensure accuracy of accounts receivable
- Prepare follow-up information on claims processing
- Handle telephone contacts to or from third party payors, or patients
- Handle written correspondence with third party payors or patients
- Report all irregularities to Billing Manager and work with Billing Manager on all concerns including aged accounts receivables
- Rebill as required by policies and procedures

B. Participate in professional development:

- Answer billing department phone lines
- Assure supplies as needed for billing department

C. Participate in professional development:

- Participate in workshops or training as directed
- Remain up-to-date regarding issues of concern in billing

D. Participate as a member of the Health Care Team:

- Understand and comply with Joint Commission standards
- Participate in regular meetings of the billing department regarding work flow, etc.
- Participate in total staff meetings
- Cross-train in all billing functions

VII. DECISION-MAKING: Decisions limited to general billing practices

VIII. PHYSICAL REQUIRMENT: Generally stationary

IX. SUPERVISORY RESPONSIBILITIES: None