

COMMUNITY HEALTH PARTNERS, INC.

Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.

Job Title Billing Specialist
Position Rating Non-exempt

JOB SUMMARY:

Under the general supervision of the Billing Coordinator, functions as a member of the administrative team. Duties include record keeping, third-party billing, payment posting, telephone duties, computer operation, copying and miscellaneous business office related functions.

JOB RESPONSIBILITIES:

Primary job responsibilities may include any of the following as assigned by supervisor:

1. Respond in a timely fashion to daily inquiries from patients regarding their accounts and sliding fee applications.
2. Responsible for billing procedures which include but are not limited to accurate and timely preparation and submission of claims, both electronic and paper, to third-party payers and processing of weekly patient statements.
3. Record patient and third-party payments in practice management system in accordance with CHP policies and procedures. Apply sliding fee discount as appropriate to patient balances remaining after resolution of third-party claims.
4. Run weekly reports to monitor delinquent patient accounts for appropriate small balance write offs or referral to collection service in accordance with CHP policies and procedures. Follow up with collection service regarding collection referrals and write off amounts deemed to be uncollectable in accordance with CHP policies and procedures.
5. Answer inquiries and correspondence relating to third-party billing. Respond in a timely manner to questions from other CHP staff related to billing and patient transactions.
6. Regularly review aging reports for unpaid third-party balances to ensure outstanding issues are addressed and balances are paid or appropriately transferred to patient responsibility.
7. Actively works to maintain current knowledge of billing requirements for state and federal programs and other third-party payers to ensure CHP compliance. Coordinates with BDH staff to ensure CHP systems are updated to comply.
8. Understands and adheres to HIPAA Regulations.
9. Assists with training of administrative and billing staff as necessary. Provides constructive feedback to staff as appropriate.
10. Files reports, documents, and other paperwork properly.

11. Maintains pleasant, professional atmosphere in working with patients, physicians, other clinic personnel, and the general public.
12. Maintains records accurately and assists with quality assurance and statistical data compilation.
13. Is a flexible member of the administrative team able to fill in for essential functions of the billing department when necessary.
14. Participates in problem solving, disease collaborative efforts, and quality improvement efforts throughout the clinic
15. Furthers the mission of CHP through active support of the strategic goals.
16. Other duties as assigned by supervisor.
17. Travel to other sites, as needed.

Skills and Attitudes

1. Experience working with limited resource population.
2. Ability to work with grace under pressure
3. Ability to work in a team and to share responsibilities and duties
4. Ability to resolve interpersonal conflict in a straightforward and timely manner
5. Ability to set priorities, be organized, and be a self-starter
6. Ability to be friendly, empathic, and an adept communicator.
7. Ability to treat both staff and patients with respect
8. Ability to navigate technology efficiently
9. Ability to gracefully accept and respond to feedback

Essential Physical Requirements

	Occasionally (1%-33% of day)	Frequently (34%-66% of day)	Continuously (67%-100% of day)
Sitting			X
Walking	X		
Speaking/Hearing			X
Seeing			X
Hand/Wrist Work (ie. Keyboarding)			X
Pushing/Pulling	X		
Grasping			X
Reaching	X		
Bend	X		
Squat	X		

Kneeling	X		
Lift 1-10 lbs	X		
Lift 11-20 lbs	X		

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

QUALIFICATIONS:

High School Graduate or equivalent required.

Must be skillful in working with the public and handling many tasks.

Experience in personal computer use and business office management procedures required.

Medical related work experience preferred.

Name: _____

Date: _____