



Bond Community Health Center, Inc.

JOB DESCRIPTION

Position: AR Billing Specialist

Classification: Non-Exempt

Department: Billing & Reimbursement

Reports to: Director B & R

Coordinates With: Finance, Management and other Support Staff

Under the auspices of the Director of Billing & Reimbursement, the AR Billing Specialist will be responsible for AR activities, collections, patient statements etc. related to Bond CHC active patients. The Billing Specialist will also assist in billing and reimbursement activities for the center and all of its sites, when required.. The Billing Specialist will understand and model the mission of BCHC. Successful performance of job duties will directly impact health system goals to obtain appropriate reimbursement and compensation for services rendered by professional staff. The Billing Specialist will ensure and maintain all records in compliance with HIPPA.

DUTIES AND RESPONSIBILITIES:

1. Review and monitor patient statements prior to monthly electronic mail out.
2. Coordinate with Director of B&R with any questions regarding patient statements prior to mail outs.
3. Responsible for monitoring and updating the in-house collections module in the CPS Practice Management system regarding patient balances and financial agreements.
4. Coordinate with Financial Counselors regarding the establishment of financial arrangements with patients.
5. Respond to and answer patient telephone calls regarding in-house collection activities.
6. Respond to and answer patient inquiries regarding patient statements.
7. Ensure that any and all financial documents received by patients during collection activities are appropriately scanned in patient accounts.

8. Coordinate with Billing & Reimbursement Specialist on any back billing and/or account adjustments necessary due to financial documentation presented by patients during collection activities.
9. Assist Financial Counselors and Billing & Reimbursement Specialist in verifying Medicaid eligibility as needed.
10. Cross train with B&R Specialist on insurance billing and reimbursement activities.
11. Do other duties as assigned.

QUALIFICATIONS

- A high school graduate or equivalent.
- At least one year experience in a medical health care organization performing medical billing activities or working with patient accounts.
- Ability to operate a computer including internet for accessing insurance plan web portals.
- Well organized, friendly, courteous, adaptable, dependable and patient. Must have ability to work well under pressure and be an effective communicator.
- A high degree of maintaining confidentiality.
- Clerical experience with ability to compose letters, contact patients and other professional organizations by telephone in a manner representing the organization's mission and goals.
- Prerequisites for the positions generally include a clean criminal background check and drug test.

PHYSICAL DEMANDS/WORKING CONDITIONS:

May occasionally become crowded. Requires, bending, sitting, some light lifting. Prolonged exposure to computer screen. Be aware of carpal tunnel syndrome. In some cases, may be required to maneuver boxes of approximately 10-15 pounds.

SUPERVISION RECEIVED

Director of Billing & Reimbursement, Senior Management

SUPERVISION GIVEN

NONE.

INTERPERSONAL CONTACTS:

Position requires interaction with patients, families, social workers, physicians, mid-level providers, referral clerks, nursing staff, front office staff and others.

RESPONSIBILITY FOR CONFIDENTIAL MATTERS:

Position is exposed to confidential patient information, correspondence and reports. All staff is expected to adhere to the Center's confidentiality policy as stated in the Policy and Procedure Manual.

EFFECT OF ERRORS

Errors could expose the Center to liability, embarrassment and loss of revenue.

HOURS OF WORK

40 hours minimum and as needed.

SALARY RANGE

As specified in the Notice of Hire

My signature indicates that I have reviewed this job description with appropriate BCHC staff and I understand the expectation identified above.

Signature of Employee

Date

Signature of Supervisor

Date