

Fairbanks Billing Services, LLC.

Job Description

Job Title: Billing Coordinator
Occupational Code: 43-3021
Employee Status: Regular Full Time
Employment Status: At Will
Date Revised: November 9, 2007
Reviewed By: Katie Best, Manager

Job Summary:

Under direct supervision from Office Manager, is expected to perform assigned duties accurately and with minimum supervision. Supervise and coordinate the day-to-day operations and work flow within the office.

Education Requirement:

- High School diploma required
- College education or trade school preferred

Qualifications and Experience:

- Strong communication skills with staff, management, and physicians
- Computer literate, with keyboard skills
- Proven understanding of Explanation of Benefits Forms, claim forms and the insurance billing process
- Proven record of discussing financial responsibilities and establishing payment plans when necessary
- Knowledge of third party payor reimbursement guidelines
- Working knowledge of managed care, commercial insurance, Medicare, Medicaid and Worker's Compensation
- Strong knowledge of CPT and ICD-9-CM coding
- Supervisory experience strongly preferred
- Good analytical and problem-solving skills
- Ability to organize and lead meetings
- Ability to prioritize work flow in a fast paced environment
- Proven knowledge of HIPAA guidelines

Job Responsibilities:

Daily:

- Performs Close of Day process for all Clients
- Deals with diverse group of external callers and visitors as well as internal contacts at all levels of the organization
- Assists staff with daily job duties including but not limited to posting charges and payments to ensure that tasks are completed daily
- Maintains working knowledge of charge entry, and insurance follow up protocols
- Makes necessary adjustment to patients accounts
- Resubmit insurance claims on behalf of patients
- Respond to written and telephone inquiries from patients or clients

Monthly:

- Verifies list of refunds and processes checks
- Verifies list of accounts for collections, get approval from doctors', then process paperwork for the collection agency
- Process Finance Charges on overdue accounts before statements are sent
- Small Balance Write-off's before statements are sent
- Send Patient statements monthly between the 5th and 9th of each month
- Send ENT appointment reminders, 3rd week of each month
- Prepares, reviews, and runs Month end reports before giving to Office Manager

Staff:

- Trains all Billing staff, is primary contact for all Billing related questions
- Monitor Staff's work daily to ensures that tasks are of productive sorts
- Review of daily work when Staff are in training
- Continually reviews Billers work to give them feed back, additional training, and recommend advancement within job duties
- Provides direct supervision for all Billing Staff
- Assists in hiring, disciplines, and firing staff as agreed upon with Office Manager
- Monitors teams workflow to suggests increase/decrease in personnel to Office Manager

General:

- Electronically submits claims weekly for each Client
- Prints paper claims weekly and ensures that the are mailed within time allotment by Biller Level 1 staff person
- Monitors overall outstanding accounts receivable balances to ensure proper follow up by Billing staff to be reviewed with Office Manager
- Maintains contacts in regards to reoccurring insurance billing problems to find solutions
- Continually acts as problem-solver to improve operations
- Works with Report Analysts Clerk reviewing error reports to ensure that issues have been dealt with and to watch for reoccurring problems that need a permanent solution
- Responsible for direct contact between Outside Collection Agencies, recalling TOC and appearing in court on behalf of clients when needed
- Maintains records for authorizations of write-off's per doctors request
- Main contact for Client and/or Clients staff for billing questions

- Develops, implements and suggests changes in Policy and Procedure manuals as agreed upon with Office Manager
- Coordinates with Office Manager on Client Files for current Business Licenses, Physician Licenses, Malpractice Certificates, and HIPAA authorizations
- Logs calls to Support as needed to correct and/or learn new options with Misys system
- Continue to become knowledgeable on the Misys system so that we can use it to its fullest extent
- Recommends operational improvements to Office Manager
- Performs other duties as assigned by Office Manager

Employee Responsibilities: (are to include but not limited to the following:)

- Demonstrates good judgment
- Maintains the strictest confidentiality of all information received at FBS
- Plans and utilizes time wisely
- Reports to work on time each day, after lunch break, and not leaving early
- Always provides proper notification and advance notice of absence, attendance and reliability are a must
- Conducts one's self in a professional manner
- Behavior should be positive towards co-workers, patients, and clients at all times and reflect a favorable outlook on FBS.
- Attend client meetings
- Attend regular staff meetings
- Attend continuing education classes
- Commercial appearance from time to time

Physical Demands:

Work may require sitting for long periods of time, and also stooping, bending and stretching for files and supplies. Employee will occasionally be asked to lift files or paper weighting up to 30 pounds. Position requires manual dexterity sufficient to operate a keyboard, computer, telephone, copier, fax, and other office equipment as necessary. Employee must have normal range of hearing and eyesight to record, prepare, and communicate appropriately. Position also requires viewing computer screens and typing for long periods of time, and working in an environment, which can be very stressful.

Working Conditions:

Professional office environment. Possible evening or weekend work.