**Position Title:** Billing Specialist

**Statement of Duties**
Duffy Health Center is a patient-centered medical home, and every role requires functioning effectively using a team-based approach. The Billing Specialist is responsible for verifying and processing billing encounters to insurance companies for payment of patient services. Work includes ensuring the accuracy and appropriateness of information received, researching and solving problems, and maintaining and updating records and accounts.

**Position Functions**
The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

1. Initiates encounter forms process: Receives sorts, distributes to co-workers for further processing and files appropriately.

2. Provides correspondence and follow up on accounts.

3. Reviews and verifies patient visits and eligibility to determine the appropriate application of charges.

4. Verifies accuracy of insurance information for patients, conducts research, verifies start and end dates for insurance coverage, and records changes as necessary.

5. Verifies and updates patient insurance co-payment information.

6. Coordinates with Benefits Department and Case Management regarding uninsured patients and housing first clients and works to resolve potential problems.

7. Review and use billing knowledge to post patient encounters, verifies accuracy of posting using appointment list; follows up on missing encounters to ensure all changes are posted.

8. Posts, verifies, and maintains remittance detail manually or electronically, and maintains documentation of same.

9. Corrects, re-submits, and follows up on denied payments as appropriate.
10. Works cooperatively with co-workers to ensure accurate and timely work flow and accomplish department goals.

11. Maintains and updates spreadsheets and records for billing department.

12. Works on special projects as required.

**Supervision**

Work is performed under the general supervision of the Billing Manager. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently, without specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments. The employee is expected to refer unusual situations to the supervisor for further instruction. Reviews and checks of the employee’s work are applied to an extent sufficient to keep the supervisor aware of progress. In many cases, the work is self-checking, for example, requiring accounts to balance before proceeding.

The employee has access to confidential patient information.

**Job Environment**

Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline. The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Errors could result in delay or loss of service or monetary loss.

The position has daily contact with co-workers and frequent contact with insurance providers and patients. The purpose for contact is to coordinate work and give or receive information and assistance.

**Recommended Minimum Qualifications**

**Physical and Mental Requirements**

Employee works in an office setting and is required to sit, talk/listen and use hands more than 2/3rd of the time; and stand, reach, walk, up to 1/3rd of the time. Employee seldom lifts up to 10 lbs. Normal vision is required for the position. Equipment operated includes office machines, and computers. Employee may be exposed to hostile individuals or situations.
**Education and Experience**
A candidate for this position must have a High School diploma or equivalent with advanced training in medical terminology and coding, and one to three (1-3) years of experience in electronic medical billing and charges and payment posting; or any equivalent combination of education and experience.

**Knowledge, Skills and Abilities**
A candidate for this position should have the following:

Knowledge of:
- Electronic charge entry and cash posting
- Microsoft Office programs
- Network and internet use; general computer use
- Billing procedures and protocols
- Insurance eligibility and referrals
- Medicaid and Medicare guidelines
- Processing insurance denials, explanation of benefits, procedures and diagnoses codes, referral authorization procedures and guidelines, insurance carriers
- HIPAA privacy rules and regulations.

Skill in:
- Effective written and verbal communication
- Keyboarding
- Mathematics
- Accurately maintaining records and files and verifying information
- Solving problems
- Accuracy of work.

And ability to:
- Effectively plan and prioritize work
- Handle multiple priorities simultaneously in a timely manner
- Work effectively, independently, and as part of a team
- Meet deadlines
- Maintain confidentiality of information
- Willingly work on a variety of projects, as assigned
- Commit to the philosophy and mission of Duffy Health Center which serves the homeless and at-risk population, and to the team-based approach as part of PCMH.