

BILLING SPECIALIST

MAJOR FUNCTION

This is a technical position whose function is to provide customer service to members of the general public in matters related to generating, processing and issue electronic and hard copy billing, responding to billing questions and complaints. Work involves expert knowledge of the County's operations to promptly and effectively respond to and resolve concerns of customers.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Generate claims, attach required documentation including medical records, log to patient accounts and issue hard copy billing to primary and secondary insurance companies.
- Transmit claims electronically and verify confirmation of receipt. Produce and process patient statements. Receive and process rejected claims.
- Mail contract billing statements to designated facilities including hospitals, prisons or other similar facilities responsible for paying bills. Prepare and mail bills and follow up to expedite payment.
- Respond to questions regarding medical necessity under Medicare and assist patients by providing information regarding the filing of appeals.
- File documentation in designated system. Retrieve documentation to perform research for account follow-up, problem resolution, and other processing purposes. Maintain insurance provider files and research information as required to maintain accurate documentation.
- Assist with any departmental activities as required maintaining workflow.
- Responsible for tracking non-signatures of PCSs. Generate and mail letters requesting signatures and document all attempts into current program (Rescuenet).
- Responds to customer questions and complaints in person, in writing, or by telephone.
- Designated as backup for Coding and Quality Review Specialist duties, with particular attention to medical necessity determination on claims.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.
- Ensure that work is carried out in compliance with all policy and regulatory requirements.

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SECONDARY DUTIES

- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person, by mail, and by telephone contact.

SUPERVISION

This position has no supervisory responsibility.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience

High school diploma or general education degree (GED); and two years experience in accounts receivable; medical billing experience; data entry of new accounts and payments; EMT or Paramedic licensure or Medical Coder experience preferred; problem solving and customer complaints; or an equivalent combination of education and experience.

Licenses

Valid Florida Driver License.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read, analyze and interpret financial reports.
- Ability to respond to common inquiries or complaints from customers or members of the business community.

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

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- Ability to compute rate, ratio, and percentages and to draw and interpret bar graphs.
- Ability to figure discounts, interest, proportions and percentages.
- Ability to interpret complex and detailed financial data. Study manual work process to determine most effective methods for essential tasks.

Problem Solving Abilities

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Can explain records, procedures to others as lead worker.
- Requires judgment regarding use of equipment, tools or material.

Specialized Skills and Abilities

- Knowledge of business English and spelling.
- Ability to enter and retrieve information on the computer.
- Ability to communicate tactfully and courteously with members of the public.
- Knowledge of office practices and procedures.
- Knowledge of Medicare guidelines for medical necessity.
- Knowledge of HIPAA requirements.
- Ability to cross train for other tasks.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

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This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, folding and postage machine, and other general office equipment in the completion of the tasks of the position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will frequently be required to stand, walk, sit, use hands to finger, handle or feel, talk or hear, and will occasionally be asked to lift up to 25 pounds. Vision requirements are close, distance, color, and peripheral vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to moving mechanical parts and airborne diseases and illnesses in working with the public. The typical noise level is moderate.

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