

FINANCIAL SERVICES REPRESENTATIVE- PRE-BILLING

MAJOR FUNCTION

This is a technical position whose function is to provide customer service to members of the general public in matters related to preparation of run reports for data entry by obtaining patient financial information to determine payer status, verifying eligibility and subsequent data entry to facilitate the claims workflow.

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.

- Validate insurance eligibility by various internet programs, determine and assign payer responsibility for claims via hospital database lookup. Communicate with patients, hospitals, flight agencies and staff as necessary to clarify or gather additional information to facilitate the claims process.
- Ensure all claims have been assigned payers by monitoring workflow reports.
- Data entry of all pertinent billing information into the billing system in order to facilitate the claims workflow. Importing of runs via the current database system HealthEMS into the current billing system.
- Assist with any departmental activities as required to maintain workflow. Answer telephone calls, resolve patient inquiries, and issue statements, insurance bills and medical records as requested within specified operating guidelines.
- Ensure that work is carried out in compliance with all company policy and regulatory requirements.

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.

FINANCIAL SERVICES REPRESENTATIVE- PRE-BILLING

SUPERVISION

This position has no supervisory responsibility.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience

High school diploma or general education degree (GED); and one year experience in customer service; medical billing experience or data entry of new accounts; or comparable training, education, or experience may be substituted for the above minimum qualifications.

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.
- 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.

FINANCIAL SERVICES REPRESENTATIVE- PRE-BILLING

- 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. Ability to file documents in chronological, alphabetical, or subject files.
- Ability to cross train for other tasks.
- Knowledge of HIPAA requirements.
- Knowledge of Medicare guidelines for medical necessity. Knowledge of medical Billing codes. Knowledge of health insurance claims procedures. Ability to review run reports for proper codes.
- 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

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

FINANCIAL SERVICES REPRESENTATIVE- PRE-BILLING

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.

Established: 10/2008	Category: 6
Pay grade: 5	Status: NE
Job Description Number: 6217	Revised: 03/2012