

Billing Specialist Position Description

Employee: _____
Positions Supervised: None
Status: Regular Full-Time
Classification: Non-Exempt

Date of Hire: _____
Supervisor: _____

Last Revised: 1/22/2025

Position Summary: Under the direction of the Billing Manager, the Billing Specialist is responsible for billing and collection of insurance, denials from all assigned payers, and self-pay accounts receivable, reconciliation of payments received with amounts posted to the billing system and collaborates with involved parties to resolve identified billing problems or issues.

Primary Duties:

- Reviews patients accounts for accuracy, make adjustments as needed including encounter rate billing adjustments.
- Reviews and submits electronic statements on a monthly basis.
- Posts payments received and reconciled system postings.
- Reviews credit balance report and prepared refund check requests for overpayments.
- Receives, responds, and documents all incoming account inquires and correspondence related to billing issues.
- Complete charge entry on a daily basis and tracks unbilled encounters.
- Editing rejections and correction on denials with resubmission of insurance claims for payers.
- Performs all routine and special follow-up on all assigned accounts using telephone and correspondence to affect collection of patient account balances.
- Establishes agreed-upon payment plans for current and overdue account balances, monitors payment compliance with terms of established plans.
- Evaluates uncollectible accounts and makes recommendations to the manager concerning account write-offs and/or placement with an outside collection agency.
- Documents any and all activities on accounts, including corrections, collection activities, etc.
- Initiates & completes account adjustments to correct account balances and/or comply with contractual and sliding fee scale requirements.
- Responsible for other duties as assigned.

Competencies/Skills:

- Strong note taking and comprehension.
- Ability to work independently as well as in a team environment.
- Ability to prioritize, multi-task and manage time effectively.
- Demonstrates excellent customer service skills through courteous and professional interaction with patients, visitors, and staff.
- Demonstrates basic understanding and knowledge of electronic practice management and health record.
- Basic usage of Excel and Word.
- Quality focus, strong organization, and attention to detail.
- Demonstrates dependability through good attendance and punctuality.
- Willingness to learn, embrace change and maintain a positive attitude.

Experience, Education/Training, and Licensure:

- High School diploma or equivalent certificate, certification helpful.
- 2-5 years of medical billing experience or equivalent is preferred.
- Working knowledge of FQHC billing is preferred but not required
- Working knowledge of CPT and ICD-10 coding.

- Knowledge of Medicare and Medicaid guidelines.
- Knowledge of Commercial and Private Payer guidelines.
- General knowledge of UB04, CMS 1500 and ODJFS 6780.
- Demonstrated ability to work independently with minimal supervision.
- Proficient with computers and Windows based software programs.
- Willingness to become certified as Community Health – Coding & Billing Specialist (Ch-CBS).

Physical/Mental Requirements & Environmental Conditions:

Must be able to push, pull and assist in lifting up to 50 lbs. Must be able to stand for extended periods of time, stoop, bend, reach, show manual dexterity, and clearly communicate with patients and office personnel. May be exposed to blood and bodily fluids.

Attestation:

1. I have read the duties and responsibilities for my position as listed in this Position Description.
2. I understand what is expected of me in the performance of my duties and responsibilities.
3. I am able to perform my duties and responsibilities with/without any restrictions.

Employee

Date

Supervisor

Date

Chief Executive Officer

Date Approved

This job description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. It does not imply that all position within this class will perform all of the duties listed, nor does it attempt to list all possible duties that may be assigned.

This job description does not constitute an employment agreement between the employer and employee and is subject to revision by the employer as the needs of the employer change and/or requirements of the job-related duties expand or are updated.