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**HealthPoint Family Care**

**Billing Specialist**

**Reports To: Revenue Cycle Manager**

**Status: Non-exempt**

**Summary:** This position is responsible for managing all patient and insurance billings in a timely and efficient manner. This includes, but is not limited to, charge entry, payment entry, accounts receivable management, and responding to patients and payers and special projects as assigned. This position is expected to function independently and in a proactive manner to ensure accurate and timely billing and tracking.

**Essential Duties and Responsibilities:** This job description reflects management's assignment of essential functions. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

Responds to phone calls and works effectively with patients regarding billing procedures, balances, statements and establishing payment plans. Researches information concerning write offs / adjustments and makes recommendations to the Manager for resolution.

Accurately codes charges using generally accepted coding rules for diagnosis and procedure and enters in to the patient management system within 1 business day from the service date.

Accurately processes insurance payments and electronic remittance files and reconciles to patient accounts within 1 day from deposit date. Reviews denials and initiates corrective action on a daily basis. Manages the lock box payments and balances payments to the deposit daily.

Processes electronic and paper claims and submits to payer or clearinghouse with necessary attachments and documentation to support the claim.

Maintains account receivables by following up on outstanding claims. Accounts receivables over 60 days should be less than 15% of total by payer.

Researches all information needed to complete the billing process to include getting charge information from Physicians/Nurse Practitioners/Physician Assistants.

Maintains documentation and reporting for all activities as reported by policy and law.

Accurately tracks and records data required from the medical offices, payers, and Management.

Completes processes and reporting related to the EOD or EOM period close as assigned.

Processes outgoing mail for the organization and incoming mail for administration.

Manages incoming calls and voice mail for administration.

Greets visitors to administrative office and processes deliveries.

Ordering supplies and other administrative duties as assigned.

Processes Mail.

Assists in back up for phone coverage and appointment scheduling on occasion.

Promptly addresses patient concerns, inquiries and complaints. Works to take immediate action and resolution of issues.

Assist office staff and patients on account concerns in a timely and professional manner.

Takes responsibility to stay abreast of industry and technology changes and trends in order to maintain expected level of skill and expertise.

Follows established regulations and professional standards as required of the position. Participates in and supports continuous quality improvement.

If Bilingual interprets as needed.

Other duties and responsibilities as assigned by management.

**Supervisory Responsibilities:**  This job has no direct reports.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**  Minimum 3 years experience in a related field. Associates degree in a related field is preferred.

**Language Skills:**  Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Bilingual employees must have effective skills, both written and verbal, in Spanish and English.

**Reasoning Ability:**  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**  To perform this job successfully, an individual should have the ability to gain knowledge of our current practice management computer system. Should possess proficient skills in Microsoft Word, Microsoft Outlook, text paging, and Internet and Intranet research.

**Certificates, Licenses, Registrations:** None necessary.

**Other Skills, Knowledge and Abilities:**  Ability to speak Spanish is desirable.

**OSHA Job Classification:** Category III – Handling, managing and disposal of biohazardous materials and/or equipment contaminated with biohazardous materials is not a regular part of your work assignment.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is occasionally exposed to fumes or airborne particles; toxic or caustic chemicals and risk of radiation. The noise level in the work environment is usually moderate.

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**Employee signature Date**