



# ASSOCIATE DIRECTOR OF BILLING SERVICES

## FULL TIME POSITION

**HOURS:** M-F (8:00 AM – 5:00 PM)

**REPORTS TO:** Director of Billing Services

**SALARY:** Commensurate with Experience

**REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT:** Associate Degree in Business or Technical Degree in Medical Billing required, or 5 years of applicable experience.

**REQUIRED EXPERIENCE OR SKILLS:** Computer literacy, knowledge of MS Word, MS Excel, ICD-10/CPT coding, knowledge of medical office billing, insurance claim processing, worker's compensation practices and federal/state/local financial assistance programs.

**POSITION DUTIES/RESPONSIBILITIES:** Act as Director of Billing Services in Director's absence. Assist in the supervision of billing operations including, but not limited to, account write-offs, negotiated discounts, undesignated collected funds, overpayment refunds. Assist in monitoring staff productivity reports and/or telephone usage. Assist with job interviews and reference check process. Assist with training and annual performance evaluations. Monitor processing of monthly billing statements. Assist patients in making payment arrangements. Investigate patient complaints regarding patient accounts. Coordinate billing and collections collaboration between patients, staff, collection agencies, hospital, providers and social service agencies. Provide troubleshooting services for patients, carriers, collection agencies and WFM. Staff in billing and collection matters. Assist in creating billing and collections policies and protocols. Assist in keeping informed of industry and payor changes. Verify insurance coverage and update patient demographics as needed. Educate and assist patients/employees/insurance companies in insurance-related issues including, but not limited to, claims submission, problem solving, database maintenance and appeals. Maintain billing department attendance records. Process patient refunds. Process deceased patient accounts. Process insufficient checks. Process bankruptcy notices. Process billing records requests including but not limited to subpoenas and affidavits. Work Health District HIV patient billing and/or other special accounts billing. Enter patient charges as needed. Provide troubleshooting services for billing problems including, but not limited to, computer related issues, operator error and information deficits. Comply with all regulations related to confidentiality of patient information. backup mail duties as needed. Ensure extended hours money box has adequate change. Other duties as assigned by supervisor.