



EPIC BILLING & CLAIMS ANALYST

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: High School Diploma or Equivalent required, College Hours preferred

REQUIRED EXPERIENCE OR SKILLS: Technical abilities to absorb complex concepts and communicate them to a non-technical audience. Demonstrate creative problem-solving approach and strong analytical skills. Knowledge of EPIC software (preferred). Knowledge of ICD-10/CPT coding, medical office billing and collection practices, federal/state/local financial assistance programs and 10-key calculator. A deep understanding of our organization and the user community in the application analysts assigned area. The ability to lead meetings, prioritize, resolve conflicts, maintain issues lists, and manage a project plan. Strong communication and follow-up skills. The ability to communicate effectively with project leadership and subject matter experts. The ability and interest to learn the software and increase their knowledge over time. Eagerness to learn the system and promote it within your organization. Operational experience (helpful, not required). Ability to successfully complete all required Epic Certifications.

POSITION DUTIES/RESPONSIBILITIES: Work with Supervisor in resolving issues, implementing new workflows and prioritization of projects. Act as the primary support contact for the Epic Resolute Professional Billing build and maintenance, coordinating all issues that arise and understand the choices involved in the application configuration. Perform in-depth analysis of workflows, data collection, report details, and other technical issues associated with Epic software. Investigate end users' preference while making build decisions. Analyze business operations as they relate to build decisions. Prioritize and implement requested changes to the system. Analyze new functionality in release to determine how it should be used in consultation with billing leadership. Review upgrade (Nova) notes, build and test changes for each new release (currently twice per year). Collect information regarding potential system enhancement needs. Serve as a liaison between end users, third parties, and Epic implementation staff. Maintain regular communication with Epic Representatives. Participate in training and working with end users. Troubleshoot problems and questions from end users. Work with report writers to ensure that the billing and operational staff have reports necessary for operational and regulatory needs.