BILLING DEPARTMENT TRAINER

FULL TIME POSITION

HOURS: M – F (8:00am – 5:00pm)

REPORTS TO: Director of Billing Services

SALARY: Commensurate with Experience

REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT: High School Diploma or equivalent. 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.

POSITION DUTIES/RESPONSIBILITIES: Coordinate with Director of Billing Services and Billing and Claims Analyst in resolving issues, implementing new workflows and prioritization of projects. Provide primary training to end users including creating and updating training materials as needed. Act as a primary support contact for the Billing Department Staff in troubleshooting problems and questions from end users. Understand the choices involved in the billing software application configuration. Investigate end users' issues to promote knowledge of software. Analyze business operations as they relate to build decisions and training end users. Assist with prioritizing and implementing requested changes to the system. Analyze new functionality in each software release to determine how it should be used in coordination with Billing and Claims Analyst and the Director of Billing Services. Serve as a liaison between end users, Billing and Claims Analyst, Director of Billing Services and Epic implementation staff. Maintain regular communication with Epic Representatives as needed. Work with report writers to ensure that the application has the necessary reports. Possess a deep understanding of the organization and users in the billing and claims applications. Possess the ability to lead meetings, prioritize, troubleshoot, maintain issues lists, and manage a project plan. Possess the ability and interest to learn the software and increase their knowledge over time. Eager to learn the system and promote it within the organization. Assist Front Office Staff as needed with questions. Assist other FHC staff with Billing/Claims understanding. Provide backup support for billing staff as needed. Other duties as assigned.

TRAVEL, TRAINING AND CERTIFICATIONS: May require some travel, including trips to Epic (Madison, WI) for training or other conferences as needed. Billing Application Trainers gain in-depth knowledge of the software by attending training at Epic and completing application certification projects and tests; recommended, but not required.

TO APPLY: Please visit our website at www.wacofamilymedicine.org and fill out an online application located under Careers.