



JOB DESCRIPTION **Epic Billing and Claims Analyst**

REPORTS TO: Director of Billing Services

EDUCATION: High School Diploma or Equivalent required, College Hours preferred

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 and federal/state/local financial assistance programs.

PHYSICAL AND MENTAL REQUIREMENTS: See reverse

PRIMARY DUTIES

- Work with Supervisor in resolving issues, implementing new workflows and prioritization of projects
- Act as the primary support contact for the respective Epic application, coordinating all issues that arise and understand the choices involved in the application configuration
- Performing 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
- Analyzing business operations as they relate to build decisions
- Prioritizing and implementing requested changes to the system
- Analyzing new functionality in release to determine how it should be used
- Reviewing and testing each new release
- Collecting information regarding potential system enhancement needs
- Serving as a liaison between end users, third parties, and Epic implementation staff
- Maintaining regular communication with Epic Representatives
- Working with Epic representatives and your organization's workflows and system configuration based on Epic's Foundation System
- Participating in training and working with end users
- Troubleshooting problems and questions from end users
- Working with report writers to ensure that the application has the necessary reports.

KEY COMPETENCIES:

- 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)

TRAVEL, TRAINING AND CERTIFICATIONS:

- Requires some travel, including trips to Epic (Madison, WI) for training and Annual Users Group

Meeting, or Online training

- Application analysts gain in-depth knowledge of the software by attending training at Epic and completing application certification projects and tests; Strongly recommended.

OTHER DUTIES

- Assist Front Office Staff as needed with questions
- Assist other WFM staff with Billing/Claims understanding
- Provide backup support for billing staff as needed
- Other duties as assigned by supervisor

PHYSICAL AND MENTAL REQUIREMENTS:

- Visual and auditory accuracy
- Shift length – 8 hours
- Indoor setting
- Continuous use of computer, calculator
- Long periods of sitting and walking
- Frequent use of telephone
- Frequent use of stepladder
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication
- Occasional reaching, standing, squatting, bending, kneeling, twisting and climbing
- Occasional carrying, lifting, pushing and pulling of up to 10 Lbs.
- Infrequent use of personal transportation
- Working in a frequently noise environment
- Continuously working in a tight area
- Understand/carry out simple/detailed, oral/written instructions
- Memorize and retain instructions
- Read and interpret detailed specifications.

REVIEWED WITH EMPLOYEE:

Employee

Supervisor

Date

3/25/2022