REPORTS TO: Director of Billing Services

EDUCATION: High school diploma or equivalent

SKILLS: Teaching and communication skills, Strong customer service skills, English/Spanish fluency preferred. Computer literacy, knowledge of CDT coding, dental office billing and collection practices, ability to prepare and maintain chart, records, logs, and reports.

PHYSICAL AND MENTAL REQUIREMENTS: See reverse

PRIMARY DUTIES

- Maintain a current knowledge of insurance carrier and/or state program claims filing policies and procedures
- Verify patient demographics and financial coverage; update as needed
- Research and verify patient and/or insurance company and/or state program refunds/recoupments
- Adjust patients accounts to reflect changes in payment responsibility
- Verify accuracy of information on paper medical claim forms and mail to selected insurance carriers and/or state programs
- Research patient charges not automatically assigned to selected insurance carriers and/or state programs, make corrections and assign manually
- Maintain patient accounts; give GHC program discounts and/or other adjustments as needed
- Appeal service charges rejected by selected insurance carriers and/or state programs and resubmit amended claim forms
- Process claims/vouchers as needed for insurance plans and/or state programs
- Obtain pre-certifications, prior-authorizations, or referrals for special provider services as needed
- Maintain work ques with claim errors
- Assist insurance carriers and/or state programs to acquire supplemental patient information needed to process claims
- Assist patients to understand fees for services and billing processes
- Assist patients to make payment arrangements and find financial assistance
- Assist outside providers and vendors to obtain physician billing information
- Assist employees to understand policies and procedures related to billing matters
- Communicate and support training issues with billing staff
- Comply with all regulations related to confidentiality of patient information
- Maintain and/or create new payor and plans as needed
- Able to manage multiple priorities and manage stress appropriately
- Communicates appropriately and clearly with a pleasant and professional manner to all
- Demonstrates excellent judgment in handling situations not covered by written or verbal instructions.
- Demonstrates a commitment to the mission, core values, and goals of Waco Family Medicine and its healthcare delivery including the ability to deliver exceptional patient focus with quality, compassion, and respect
- Maintain certifications and website passwords as applicable
• Primary liaison between patients and clinic staff
• Discuss treatment plans and payment options with patients

OTHER DUTIES

• Assist in scheduling patient appointments
• Process billing statements and balance notification letters to patients
• Assist patients to make payments on owed balances
• Provide follow-up on patient’s payment arrangements
• Assist with daily mail duties
• Attend meetings and training conferences 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

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Date                                                              8/22/2023