REPORTS TO: Director of Billing Services

EDUCATION: High school diploma or equivalent. 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 CDT coding, dental office billing and collections practices. Insurance verification processes, federal/state/local financial assistance programs, strong interpersonal, oral and written communication skills, excellent telephone and customer service skills.

PHYSICAL AND MENTAL REQUIREMENTS: See reverse

PRIMARY DUTIES

- Coordinate with Director of Billing Services, Associate 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, Associate Director of Billing Services, and the Director of Billing Services
- Serve as a liaison between end users, Billing and Claims Analyst, Associate Director of Billing Services, the Director of Billing Services, Epic implementation staff and providers.
- 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
- 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.

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.

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

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:

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Employee  Supervisor

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Date  8/22/2023