

Job Title:	Billing Specialist II	Job Status:	Non-Exempt
Reports To:	Business Services Coordinator	Pay Grade:	
Department:	Business Office	Department Code:	300
Location:	Fresno		

JOB SUMMARY

Maintain billing, follow-up, and collection activity including letters, telephone and personal contact. Research non-payment notifications, resubmit claims to carriers when necessary, and patient billing. Advise, inform, and assist the patient/guarantor/family in regards to financial policy. Perform other various responsibilities as assigned.

ESSENTIAL ACCOUNTABILITIES *(other duties may be assigned)*

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- All employees of EYE-Q shall provide exemplary care to our patients, demonstrate respect and dignity toward all members of the EYE-Q community, honor our patients right to privacy, comply with all applicable laws, avoid conflicts of Interest and conduct all business practices with honesty and integrity.
- Adheres to all company policies and procedures.
- Fosters and contributes to a company culture consistent with the organizations value.
- Reliable, consistent attendance is a requirement and essential function of all positions at EYE-Q.
- Follows facility and departmental policies and procedures.
- Demonstrates strong cooperation with coworkers, patients, and staff.
- Maintain outstanding customer service, internally and externally, at all times.
- Handles all payer types as assigned by supervisor.
- Edits billing in Practice Management System to ensure accuracy of diagnosis and procedure code(s) prior to claims being electronically submitted. Utilizes electronic billing system effectively.
- Maintains system(s) to ensure prompt follow-up (i.e. Aged Account Report or Worklog).
- Begin follow-up on accounts aged as directed.
- Reviews billing forms to ensure accuracy that all balances, diagnoses, and procedure codes are correct per payer guidelines prior to mailing hard-copy claims to carriers.
- Places telephone calls to payors for claim status and resolution when necessary.
- Makes financial arrangements with patients/guarantors.
- Completes appeals and follow-up for claims paid at a lesser benefit than contracted.
- Resolves incoming correspondence within 72 hours of receipt.
- Documents every contact made to or by Third Party payor, patient, family, or employee.
- Advises Manager of problem accounts and trends at time of encounter.
- Monitors payments made on patient accounts. Notes payment discrepancies and takes action for solution.
- Identifies and reports inaccurate registration data to Manager to ensure appropriate reporting requirements.
- Prepares Bad Debt and other non-contractual adjustments for Manager approval.
- Maintains excellent, detailed documentation in Practice Mgmt System for all accounts that are "touched" (i.e. why claim was rebilled, why a patient called, who you spoke to, etc.)
- Performs audits of accounts, evaluates collectability, and submits refund requests as necessary.

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Document Author: Human Resources Manager		

- Requests medical records when necessary.
- Performs any other duties as assigned by the Manager.
- Adheres to HIPAA regulations regarding patient privacy and confidentiality.
- Extensive use of computer terminals and monitors.
- Ability to manage stress and remain composed in a high stress environment.
- Ability to concentrate, retain information and remained focused throughout the work day.
- Ability to hear in person and over the phone in various settings.
- Manual dexterity for typing on a computer keyboard and ability to use a mouse required.
- Other duties as assigned.

MINIMUM KNOWLEDGE AND SKILL REQUIREMENTS

KNOWLEDGE OF:

- Knowledgeable on insurance and reimbursement process.
- Familiar with HIPAA privacy requirements for patient information. Maintains and protects confidential information.
- Extensive knowledge of medical ICD 9 codes and CPT medical billing codes.
- Working knowledge of all aspects of medical office computer systems.

SKILLS IN:

- Exercises good judgement and discretion.
- Good verbal and written communication skills.
- Good telephone and patient relation skills.
- Detail oriented and ability to prioritize work.
- Ability to use or learn computer programs such as Microsoft Excel, internet, e-mail, and NextGen.
- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Electronic data entry.
- Use of computers and calculators.
- Record-keeping and basic accounting.

EXPERIENCE AND EDUCATION

- High school diploma or general education degree (GED); two years related experience and/or technical school training; or equivalent combination of education and experience.

LICENSES/CERTIFICATIONS

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MINIMUM REQUIRED:

- None

PREFERRED:

- None

SUPERVISORY RESPONSIBILITIES

None

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employee must possess manual dexterity for typing on the computer keyboard, vision required to view computer monitor, read number and printed material, mobility sufficient to reach lift and transport file and other work material to work areas and ability to sit for long periods of time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel, and talk or hear. The employee frequently is required to walk and reach with hands and arms.

	Occasionally (<25%)	Regularly (25%-50%)	Frequently (>50%)
Sitting			X
Standing			X
Walking	X		
Climbing	X		
Reaching			X
Bending/Twisting	X		
Kneeling/Squatting	X		
Crawling	n/a		

WEIGHT REQUIREMENTS

	Lifting	Carrying	Pushing/Pulling
< 10 lbs.	O	O	O
11-25 lbs.	O	O	O
26-50 lbs.	N	N	N
51-75 lbs.	N	N	N
> 100 lbs.	N	N	N

(N) Never = 0% of time

(O) Occasionally = less than 25% of time

(R) Regularly = 25%-50% of time

(F) Frequently = greater than 50% of time

ENVIRONMENTAL CONDITIONS

Significant Exposure to: Yes/No

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Hazardous Equipment	No
Dust	No
Fumes	No
Noise	No
Extreme Heat/Cold	No
Heights	No
Chemicals	No
Hospital Waste/Sewage	No

SPECIAL NEEDS

Motion:	Left/Right/Both/NA
Power Hand Usage	Both
Repetitive Hand Motion	Both
Power Foot Usage	n/a
Repetitive Foot Motion	n/a

EMPLOYEE ACKNOWLEDGMENT

I have received, reviewed and fully understand the position description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein. Further, I understand this job description is not intended to be an exhaustive list of all duties performed; therefore, its content does not restrict management's right to assign additional duties and responsibilities.

Employee Name (Please Print)

Employee Signature

Date

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