



JOB DESCRIPTION

Job Title: Hospital Billing Specialist

Department: Revenue Cycle

Reports To: Revenue Cycle Director

Position Summary:

Responsible for filing compliant medical claims using various software programs. Works with hospital departments to request information needed to file compliant claims. Responsible for follow-up of claims filed to ensure timely and appropriate payment.

Qualifications and Requirements:

1. License and Certifications Required: None
2. Educational Requirements:
 - Must be able to read, write, speak and understand English
 - High School Diploma or equivalent strongly preferred
3. Experience Requirements:
 - Six months previous billing or cashier experience preferred
 - Computer experience
4. Special Skills or Training:
 - Typing, computer and business machine skills
 - Good communication skills
 - Good accounting aptitude
 - Ability to key quickly and accurately
5. Physical Requirements:
 - Standing, walking, bending, rotating, sitting, lifting, carrying, pushing, pulling, grasping, fine motor coordination
 - Ability to hear
 - Ability to see near and far with color discrimination
 - Ability to remain calm under stress

Essential Duties and Responsibilities:

1. Filing Claims
 - a. Review insurance claims for accuracy and completeness in order to submit clean claims to various third-party payers electronically or via paper claim forms.
 - b. Request needed information from various departments to complete claim information as necessary.
 - c. Prepare monthly claim by applying required condition and value codes for series/recurring claims (P/T & O/T).
2. Claim Follow-up
 - a. Responsible for follow-up of filed claims to ensure timely payment from time of claim submission.
 - b. Correct claims that are returned by insurance requiring correction.
 - c. Provide additional claim information when requested by third-party payers, including medical record documentation.

- d. Handle rejections/sanctions from third-party payers. Prepare appeal letters to dispute denials from insurance carriers.
 - e. Communicate any problem areas of billing to supervisor.
- 3. Account Maintenance
 - a. Responsible, daily, for file maintenance on all accounts.
 - b. Ensure that documentation is clear and concise regarding activity on account.
 - c. Ensure that documentation is dated and initialed.
 - d. Responsible to review and work all claims that have failed claim edits in Star according to the most current procedure.
 - e. Request adjustments daily and timely.
- 4. Customer Service
 - a. Assist customers/families with billing questions on patient responsible balances, copayments, deductibles, write-offs.
 - b. Interpret Explanation of Benefits, copays, coinsurance, deductibles, and non-covered services in order to explain patient responsibility balances.
 - c. Handle correspondence related to customer inquiries in a professional manner, always being willing to go the extra mile, and documenting all correspondence in the notes/comments section of the current Patient Accounting System.
- 5. Answer Telephones
 - a. Answer phone within 3 rings.
 - b. Respond to all customers in a friendly, courteous and timely manner.
 - c. Document all interaction with customers in the notes/comments section of the current Patient Accounting system.
- 6. Review insurance bulletins and correspondence for changes in payer requirements
 - a. Responsible for reviewing payer bulletins and communications in order to keep abreast of payer changes in order to submit compliant claims.
 - b. Discuss and confer with peers regarding the interpretation of changes in payer requirements with final direction of interpretation from supervisor.
- 7. Client Billing
 - a. Moving charges
 - b. Responsible for sending out monthly statements.
 - c. Answer questions and follow-up on payments.
- 8. Responsible for daily opening and/ or closing of the office.
- 9. Act as a phone and facility back up receptionist, keeping phone and front desk covered at all times.
- 10. Comply with all facility and departmental policies and guidelines regarding safety.
- 11. Maintain Resident, Patient and Facility Confidentiality.
- 12. Know and comply with Residents' Rights rules.
- 13. Treat residents, patients, visitors and co-workers with kindness, dignity and respect at all times.
- 14. Attend and participate in orientation, training, mandatory education, in-services, staff meetings and education courses as instructed to further improve knowledge and skills.
- 15. Promote teamwork; encourage others to work to the best of their ability; assist with training of new co-workers, if needed.
- 16. Have a positive attitude; accept change willingly; follow facility rules, regulations and job assignments; accept suggestions well for work improvement; perform well with minimum supervision; do what is requested without complaint; cooperate with supervisor and show respect at all times; speak well of company and job.
- 17. Lack of absences and tardiness; give timely notice of absences; take allowed time for breaks.
- 18. Follow company dress code.
- 19. Other duties may include:
 - a. Completing charge entry for hospital, ER, SWB, OBS, & IP admits.
 - b. Assisting with overflow facility switchboard telephone calls.

- c. Assisting with all returned mail address corrections and contacting patients for new information.
- d. Assisting with EOM processes whenever necessary each month for Central Supply.
- e. Other appropriate duties as they relate to the overall management of the department.

I understand this job description and its requirements; I understand that this is not an exclusive list of the job functions and that I am expected to complete all other duties as assigned; I understand the functions may be altered by management without notice; I understand that this job description in no way constitutes an employment agreement and that I am an at-will employee.

Employee Signature

Date