

La Pine Community Health Center

Position Description

Position Title: Billing Clerk
Date: May 2017
Department: Administration
Reports To: Billing Manager

Position Summary:

Assist Billing Department in claims submission and follow up, researches claim denials and follows up with insurances and patients. Communicates with patients, insurance companies, and staff to ensure the clinic's billing and collections processes are carried out in accordance with established policies. Overall responsibility is to maximize revenues and cash flow to the organization.

Duties and Responsibilities:

- 1) Assist with manual claim submission
- 2) Researches claim denials and follows up appropriately.
- 3) Makes collection calls to patients on past due accounts.
- 4) Ensures electronic patient accounts are accurate.
- 5) Assists in maintaining clinic's fee schedule.
- 6) Maintains filing system for all material related to billing and collection functions in accordance with organizational standards.
- 7) Maintains strict patient confidentiality.
- 8) Participates in staff meetings, trainings, and quality assurance activities as directed.
- 9) Performs other duties as assigned.

Supervisory Responsibilities:

None.

Minimum Qualifications:

- 1) High school graduate.
- 2) Knowledge of standard office policies and procedures.
- 3) Experience working on computers; typing/keyboarding speed of at least 40 WPM.
- 4) Ability to manage multiple tasks.
- 5) Excellent customer service skills and ability to effectively and respectfully handle dissatisfied patients.
- 6) Ability to work independently and to use good judgment.
- 7) Knowledge of Microsoft Office software products.
- 8) Knowledge of standard office machines including copier, fax, shredder, multi-line telephone, printers, etc.
- 9) Ability to work effectively and harmoniously with co-workers.

Preferred Qualifications:

- 1) Two years experience in an office environment including at least six months in a medical office.
- 2) One year experience in billing and collections experience in a medical office setting.
- 3) One year experience working with customer billing accounts.
- 4) Experience and training in ICD-10 and CPT coding.

Working Conditions

There may be exposure to airborne and blood-borne pathogens, and hazardous materials. This position is not eligible to be a telecommute position.

Equal Employment Opportunity Statement

La Pine Community Health Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. La Pine Community Health Center complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, leave of absence, compensation, and training.

Receipt for Position Description

I, _____ acknowledge I have read this job description and fully understand the requirements and expectations set forth therein. Furthermore, I have received a copy of this Job Description and I am able to complete all job responsibilities with or without reasonable accommodation.

Signature

Date