



Biller II Position Description

The following is a position description for the Biller II Position at Rolling Hills Clinic.

POSITION: Biller II

REPORTS TO: Billing Manager

SUPERVISES: None

POSITION SUMMARY: The incumbent aids in the process of the Third Party Billing for all services provided by Rolling Hills Clinic. (Third Party Billing with emphasis on Medi-Cal, Medicare, Private Insurance, and other Third Party Payers for both medical and dental services.) This position is responsible for contracting and credentialing providers for the clinic and registering the clinic for electronic funds transfers (EFTs) with Third Party Payers. This position may require travel between Rolling Hills Clinic sites to help fill staffing vacancies and/or shortages.

ESSENTIAL JOB FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. The list that follows is not intended as a comprehensive list, but rather to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

1. Process billing for Medi-Cal, Medicare, and other Third Party Payers, according to insurance guidelines and maintaining current knowledge of billing practices for each.
2. Review patient charts to make sure the correct procedure codes and information is completed. Work with physicians and medical staff to make sure all patient visits documentation is completed before sending out claims.
3. Coordinates completion of Provider Enrollment Applications for appropriate staff and assists in completion of applications for insurance contracts and credentialing and re-credentialing providers.
4. Be familiar with HIPAA and other federal and state regulations relating to patient files, medical records, and patient registration.
5. Review patient accounts for accuracy and completeness before sending patient monthly statements.
6. Ability to code ICD-10 diagnoses and CPT procedure codes.
7. Ability to follow up daily with electronic claims.
8. Post patient and insurance payments, both by EFT and the actual check.
9. Check each insurance payment for accuracy and compliance with contract discount, call insurance companies regarding any discrepancies.
10. Resolve claim denials with insurance and resubmit as appropriate including any requested information.
11. Monitor the Accounts Receivable, which includes collecting any patient balances and assigning any accounts to the collection agency as needed.
12. Correct account set up errors (guarantor, demographics, insurances, etc.).
13. Identify and bill secondary or tertiary insurances as needed.
14. Performs other position related duties as assigned.

EDUCATION, EXPERIENCE, CERTIFICATIONS, AND LICENSES:

1. High School diploma or GED.
2. Minimum of 3 years' experience in a medical office is required, preferably in Rural Health Centers (RHC) or Federally Qualified Health Center (FQHC) medical billing.
3. Knowledge of Medi-Cal and Medicare billing, and experience with Medicare DDE System is preferred.
4. Knowledgeable of medical terminology, and experience with ICD-10 diagnoses and CPT procedure codes are preferred.
5. Previous experience with Indian Health Services preferred.
6. Knowledge of contracting and credentialing providers with Third Party Payers.
7. Knowledge of registering with Third Party Payers for EFTs.
8. Excellent communication, customer service and problem-solving skills.
9. Be able to maintain a professional and courteous attitude with patients and fellow employees.
10. Ability to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline.
11. Strong organizational, problem-solving and analytical skills.
12. Ability to manage priorities and workload to meet department requirements.
13. Willingness to develop additional skills as needed.
14. Acute attention to detail.
15. Ability to work independently.
16. Strong interpersonal skills.
17. Good judgment with the ability to make timely and sound decisions.
18. Creative, flexible, and innovative team player.
19. Ability to pass a Pre-Employment drug screen and criminal background check / fingerprinting in accordance with all applicable laws regarding the nature of the employment.

COMPETENCIES:

- *Problem Solving* – Identify and resolve problems in a timely manner; gather and analyze information skillfully; develop alternative solutions; work well in group problem solving situations; use reason when dealing with emotional topics.
- *Technical Skills* – Assess own strengths and weaknesses; pursue training and development opportunities; strive to continuously build knowledge and skills; share expertise with others.
- *Customer Service* – Manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to request for service and assistance; meets commitments.
- *Interpersonal Skills* – Focus on solving conflict, not blaming; maintain confidentiality; listen to others without interrupting; keep emotions under control; remain open to others' ideas and try new things.
- *Oral Communication* – Speak clearly and persuasively in positive or negative situations; listen and get clarification; respond well to questions; demonstrate group presentations skills; participate in meetings.
- *Written Communication* – Write clearly and informatively; edit work for spelling and grammar; vary writing style to meet needs; present numerical data effectively; ability to read and interpret written information.
- *Teamwork* – Balance team and individual responsibilities; exhibit objectivity and openness to others' views; give and welcome feedback; contribute to building a positive team spirit; put success of team above own interests; ability to build morale and group commitments to goals and objectives; support everyone's efforts to succeed.

LANGUAGE SKILLS: Ability to read, interpret and analyze general business periodicals, professional journals, technical procedures, or governmental regulations, such as safety rules, insurance contracts and Medi-Cal guidelines. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to read, write and speak in English proficiently.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, percentages and decimals. Ability to compute rate, ratio, and percent, and ability to draw and interpret bar graphs.

COMPUTER SKILLS: To perform this job successfully, an individual should have knowledge of Microsoft Office software.

REASONING ABILITY: Ability to solve practical problems and deal with a 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.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually low to moderate. Possible frequent exposure to blood-borne and air-borne pathogens or infectious materials.

INDIAN PREFERENCE: Preference in filling vacancies will be given to qualified Indian candidates, in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472 and 473). In other than the above, RHC is an equal opportunity, affirmative action employer, and does not discriminate in employment decisions based on race, color, religion, gender, national origin, age disability, or sexual orientation.

PHYSICAL DEMANDS: 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. 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 for extended periods of time, bend, and stoop. Some light lifting is also required. Additional physical demands include use of full range of sense of hearing, speech, and vision. Employee will display manual dexterity as applicable. Finally, employee will pass all medical/employment physical examinations.

Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at anytime by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms.

FLSA STATUS: Non-exempt

DATE OF LAST REVIEW / REVISION: 03/17/2017

ASSIGNED SITE:

Signature

Date