



OCHIN recognizes that people do their best work and are most satisfied when working in a healthy work environment. OCHIN seeks to nurture a healthy and productive work atmosphere that supports current members of the team and one that is eager to welcome and adapt to new members as they are added. The following values have been identified as essential characteristics and behaviors of OCHIN's work environment. They establish a framework for employee and organizational expectations about what it means to work at OCHIN. OCHIN's core values become **Respect- Excellence- Adaptability- Listening- Innovation- Teamwork- Integrity REALITI**

**Role Name: Billing and Collection Specialist**

**Department: Billing**

**Reports to: Sr. Billing Mgr**

**Pay Range:**

Depending Upon Experience and Level of Responsibility

**Type of position:**

- Full-time
- Part-time
- Temp Employee/Contractor
- Intern/

**Hours/week:** 40

- Exempt
- Nonexempt

**Summary:** The billing/collections specialist is responsible for the accurate and timely completion/submission of government (Medicare, Medicaid, and OHP), private payer and patient billing. Timely completions of claim edit, follow up and account work queues. Send correspondence to customer in accordance to company policies and procedures. Recognize potential high risk accounts and develop techniques to help collect money and streamline processes. Discuss difficult or unique collection problems with the Billing Manager, learn how to resolve issues, and apply new information to future collection issues. Enhances billing department reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

**Responsibilities:**

- Accurately processes and bills Medicare, Medicaid, Managed Care and Worker's Compensation, other government programs, motor vehicle, personal injury and protections, third party payer experience and commercial insurance processing patient claims in accordance with payer requirements and organization policy.
- Learns collection processes and strategies by working with colleagues within the Billing department. Performs other specific projects related to billing, data entry, and computer operations as required.
- Accurately enters patient billing data to bill visit and supply charges from Epic software.
- Assists in the preparation of monthly billing and accounts receivable reports.
- Maintains complete and accurate billing and accounts receivable records.
- Sends correspondence to customer in accordance with company policies and procedures. Updates and verifies customer information on computer system.
- Alerts appropriate management team members regarding late or missing documents required for billing.
- Assists with the collection of receivables by monitoring accounts receivables, resubmitting bills to overdue accounts, and alerting the billing manager of seriously overdue accounts.
- Establishes and maintains positive working relationships with patients, payers, team members and other customers.
- Maintains the confidentiality of patient information, organization data and information at all times.
- Must be able to sit, perform simple hand grasping & fine hand manipulation at a computer/telephone workstation for up to 8 hours per day.

**Work experience & education desired attributes:**

- Previous FQHC/RHC experience.
- Associates or Bachelors degree preferred
- Must have a minimum of high school diploma or equivalent.
- Must have 1-2 years of work experience/customer service preferably in a call-center environment and/or healthcare experience preferred.
- Knowledge of and experience with Epic practice management system preferred.
- Must have commitment to quality healthcare and excellent customer service.

**Required Skills and Abilities:**

- Knowledge of billing, accounts receivable and collection processes
- Basic understanding of medical terminology and accurate spelling skills. Current Procedural Terminology and other reference and resource materials related to patient account activities
- Experience with managed care and fee-for-service payment methods. Understanding of fiscal transactions, information, procedures and other related activities with intra and inter-departmental units and other agencies
- Working with a variety of fiscal records, ledgers, journals, computer data and other documents; maintenance of such records include the accurate posting, recording, balancing, adjusting and reconciling of figures, date or transactions
- Modern office administrative practices and procedures, including business correspondence and computer skills. Filing, office equipment operations and on-line computers
- Principles and practices of customer service and telephone courtesy
- Purpose and use of International Classification of Disease Standards (ICD) and Diagnostic & Statistical Manual of Mental Disorders (DSM). Purpose and use of the Concurrent Procedure Terminology (CPT)
- Legal requirements of State, Federal and County Policies and Procedures related to billing and collection activity and the release of confidential patient information, including HIPAA requirements

**Cultural Competencies:**

**Adaptability:** Must have the willingness and ability to adapt to change including advances in technology, and to be flexible depending on staff and patient needs.

**Demeanor:** Requires strong customer service and the ability to maintain a sensitive and warm demeanor with callers. Ability to work under pressure calmly, efficiently and quickly.

**Organization:** Ability to manage competing tasks and priorities.

**Team Player:** Outgoing, professional, positive attitude with proven ability to contribute to highly functional work teams.

**Technical ability:** Ability to perform basic math. Must possess basic computer skills.

**Decision-making:** Demonstrates good decision-making, problem-solving and independent judgment skills

Organizational Disclaimer

*Role descriptions are designed to outline primary duties, responsibilities and qualification requirements, and should not limit additional duties and responsibilities assigned. It is our expectation that each employee offers their services wherever and whenever deemed necessary to ensure the success of the organization.*

ADA Requirements

*Constant interpersonal skills, teamwork, customer service, reading, speaking, writing and understanding English, and problem analysis. Frequent creativity, mentoring, presentations/teaching. Occasional decision making and independent judgment or action. Frequent keyboarding, sitting, standing, hearing and talking.*

**Reviewed with \_\_\_\_\_ on \_\_\_\_\_**