

# V&I OVIS<sup>SM</sup>

## JOB DESCRIPTION FORM

<b>Job Title:</b> Billing Associate	<b>Reports to:</b> Sr. Revenue Cycle Supervisor
<b>Department:</b> Billing	<b>Location:</b> Annex
<b>Job Grade:</b> S-3	<b>Date of Last Review</b> April 19, 2018

### **Job Summary:**

Reports directly to the Sr. Revenue Cycle Supervisor and responsible for reviewing, coding, billing and collecting for all services provided at the FHP Health Center (Medical, Dental, Vision, Home Health), hospital and birthing center. Also responsible for ensuring that the overall revenue base goals are met through strategic billing and collection efforts of all unsettled and delinquent accounts within TakeCare/FHP Health Center.

### **I. Essential Duties and Responsibilities:**

1. Reviews, codes, bills and collects on all services provided at the clinic (Medical, Dental, Vision, Home Health), hospital and birthing center and posts payments received for those services.
2. Makes sure that insurance claim forms (CMS1500) and patient billing statements are sent out on a timely manner to ensure optimal reimbursement and payment while adhering to regulations.
3. Follows up on claims and billing statements that have been sent out, makes sure that these have been received and inquires when payment is expected.
4. Collects outstanding balances from insurance companies and patients.
5. Issues collection notices to insurance companies and patients with delinquent account balances.
6. Provides assistance to patients for any inquiries about billing statements or outstanding balances.
7. Prepares notes or provides explanation on outstanding accounts.
8. Performs other duties that may be assigned from time to time.

### **II. Experience & Specifications:**

1. High School Graduate – with a certification from an accredited program – License is not required
2. Minimum of 1 year experience in billing and collection and ensuring that overall revenue base goals are met through strategic collection efforts of all unsettled and delinquent accounts within TakeCare/FHP Health Center.
3. Effective team player. With very good interpersonal relationship skills and can work and relate well with co-employees, patients and customers.

4. Must have the behavioral sensitivity, maturity, diplomacy and tact in addressing complex situations and handling irate customers.
5. Outstanding oral and written communication skills.
6. Strong ethics and a high level of personal and professional integrity.
7. Must have basic familiarity with federal and state laws and requirements relating to healthcare management.
8. Computer literate and very highly proficient in using MS office programs.

**Work Environment:**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is exposed to lights, office equipment such as computer monitors, faxes etc. in a clinical setting. The noise level in the work environment is usually low.