



Cassopolis
Family Clinic Network

Job Posting

Date: 9/21/2020

Title: Billing Representative II

FSLA: Non-Exempt

Location: Cassopolis Family Clinic

Cassopolis Family Clinic Network (CFCN) is seeking a Billing Representative. Is responsible for data entry of daily charges and payments. Sends patient statements, and submits accurate insurance bills to third party payors in a timely manner. Follows up on accounts (billing and collecting) to obtain appropriate payment, providing additional information and contacting customers as necessary.

Principle Duties and Responsibilities:

1. Promotes the mission and philosophy of providing quality health care and related services to the medically underserved. Upholds and ensures compliance with and attention to all corporate policies and procedures, as well as the mission and values of the organization.
2. Ensures all actions, job performance, personal conduct and communications represent the organization in a highly professional manner at all times.
3. Maintains a commitment to the achievement of quality health care services by maintaining patient rights, safety, privacy, confidentiality and excellent customer service philosophy.
4. Is responsible for data entry and/ or review of daily charges and payments.
5. Reviews bills for accurate information including correct patient insurance and demographic information, charges, payments, correct billing format.
6. Corrects billing errors and data omissions, contacting the Clinic(s) or patient/guarantor for additional information.
7. Determines appropriate claim submission (electronic or hard copy).
8. Works the Request for Review/Aging Report to review all unpaid bills.
9. Contacts insurances at 30 and 60-days to check on status of claim and resubmit if required.
10. Posts payments made either by insurance, patients or other sources to the appropriate account.
11. Ensures notes pertaining to account activity are clear and concise.

12. Responds quickly and professionally to all customers, (third party payors, physicians, employers, etc.) in a timely and professional manner. Understands billing manuals and tools for rejections for third party payors.
13. Resolves credit balances determining the correct refund payor.
14. Works to achieve productivity and claims data industry benchmarks.
15. Handles all Epic issues concerning the computer system.
 - a. Claims sent electronically
 - b. Rebuilds of files
 - c. Fatafs and errors on the system
 - d. Computer issues (terminal frozen, telephone line issues)
16. Performs other duties as assigned

Knowledge, Skills and Abilities Required:

Education:

- High school graduate or successful completion of a G.E.D. program
- Must be able to pass basic tests for Medical Terminology and CPT coding
- Certificate in Medical Billing and Coding Preferred

Experience:

- 2 – 4 years of billing experience required
- Community Health Center billing experience preferred

Interpersonal:

- Ability to demonstrate customer focused verbal and written communication
- Independent judgment is needed to deal with exceptions to systems and edits specific to each third party payor:
 - Comprehend third party policies and procedures
 - Interpret third party vouchers and explanations of codes and benefits

Skill Level:

- Must have the mathematical ability to:
 - Calculate balances on vouchers and accounts
 - Use percentages to determine benefits
- Computer skills required

Physical/Environmental:

- Works in a normal office environment where there are minimal physical discomforts due to temperature, noise, dust and the like.
- Must have manual dexterity for use of a computers keyboard and calculators. Ability to remain stationary for periods of up to four hours. Ability to communicate via phone, mail and in person to resolve disputes, solve problems, etc. Requires sitting, walking, stooping, bending, ability to walk upstairs and lift 25lbs or more, carrying supplies and/or office equipment.
- Ability to interact with computer screen for up to six hours at a time (visual acuity required). Some exposure to visual strain due to close inspection of forms, physician notes, records and computer screens.

- Cognitive skills to analyze, calculate data, problem solve.
- Occasional exposure to communicable disease, unpleasant odors, noise due to clinic and/or data processing activities.

Reporting Relationships:

- Reports to Billing Manager

How to Apply:

For consideration, please send your resume to Tammy Howard, 261 M-62 North, Cassopolis, MI or email to: thoward@cassfamilyclinic.org.