



**Cassopolis**  
**Family Clinic Network**

**Job Posting**

**Date:** 10/9/2020

**Title:** Billing Representative I

**FSLA:** Non-Exempt

**Location:** Cassopolis Family Clinic

Cassopolis Family Clinic Network (CFCN) is seeking a Billing Representative I. The Billing Representative I is responsible for ensuring both insurance and patient payments are posted correctly in the system. 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. Sends out patient statements and collection letters.
5. Work with patients and guarantors to secure payment on outstanding account balances through payment plans or other payment arrangements.
6. Corrects billing errors and data omissions, contacting the Clinic(s) or patient/guarantor for additional information.
7. Works the Request for Review/Aging Report to review all unpaid bills.
8. Contacts insurances at 30-and 60-days to check on status of claim, and resubmit if required.
9. Posts payments made either by insurance, patients, or other sources to the appropriate account.
10. Ensure that the information posted electronically via ERA is correct.
11. Performs collections work on account at 90 days +.
12. Ensures notes pertaining to account activity are clear and concise.
13. 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 payers.
14. Resolves credit balances determining the correct refund payer.
15. Performs other duties as assigned.

## **Knowledge, Skills and Abilities Required:**

### Education:

- High school graduate or successful completion of a G.E.D. program
- Certificate in Medical Billing and Coding Preferred

### Experience:

- 2 – 4 years of billing experience preferred
- 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:
  - o Comprehend third party policies and procedures
  - o Interpret third party vouchers and explanations of codes and benefits

### Skill Level:

- Must have the mathematical ability to:
  - o Calculate balances on vouchers and accounts
  - o 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](mailto:thoward@cassfamilyclinic.org).