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| – | **POSITION:**  Reports to:  Revised:  Department:  FLSA: | JOB DESCRIPTION  **Billing and Collections Specialist**  Billing and Collections Manager  April 13, 2022  Finance  Non-Exempt |

**Basic Function:** Reporting to the billing manager, the billing and collections specialist is responsible for the revenue cycle management and collections of the Agency, including patient payments, claim review, claim submission to payors, proper coding, and communicating with payors on a case by case basis. This position will collaborate with clinical staff to ensure HRSA compliance in regard to sliding fee discount schedules, financial management, and billing and collections. This position may assist the CFO and/or outreach staff with functional activities associated with budget accounting and managerial/financial reporting data processing, cash handling, and other related responsibilities.

**Essential Functions:**

1. Oversees the revenue cycle management of the organization
2. Answer patient calls on billing questions
3. Call patients to collect on balances owed
4. Put patients on payment plans and follow up on those plans with patients monthly
5. Scrub and send monthly statements to all patients
6. Oversee billing of dental claims
7. Support outreach team with patient follow up appointment scheduling
8. Works collaboratively with clinical staff to ensure compliance with financial management and sliding fee discount programs
9. Processes and submits claims to insurance companies for payment.
10. Responsible for ensuring revenue cycle management processes are functional and meeting goals and objectives. Works with the Agency’s management teams and finance team to understand key performance indicators as well as their collective impact on the Agency.
11. Identifies problem areas and potential new resources in the fiscal program, and makes recommendations to the CFO for resolution or implementation. May coordinate required information for audits; prepares requested account analysis.
12. Complies with CVHC Standards of Conduct and Corporate Compliance.
13. Ensures compliance of the financial policy manual, including CVHC’s approved sliding fee schedule.

**Secondary Functions:**

1. Establishes an environment that supports sound decision making utilizing the organizational initiatives to enhance operational performance, clinical excellence, patient satisfaction, and employee engagement. Provides a consistent positive outlook as an example for staff which promotes quality interactions with each patient.
2. Understands role in Disaster Plan and that safety is a condition of employment.
3. Follows CVHC’s policies and procedures.
4. Attends meetings, seminars, and conferences as appropriate to ensure skills and knowledge remains current.
5. Other duties as assigned.

**Minimum Qualifications:**

1. Ability to perform each essential function duty satisfactorily with or without reasonable accommodation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. At least one year of experience in healthcare coding and/or billing
3. Working knowledge of Microsoft Office products - specifically Excel.
4. Experience with eClinical Works, or other related healthcare billing system
5. Experience in a similar role (biller, coder, or other financial professional) at another organization.
6. Demonstrated results in meeting/exceeding key financial performance indicators.
7. Ability to read, write and speak clearly understandable English.
8. Commitment to improving health status of medically underserved communities.
9. Ability to travel and be flexible in carrying out the course of duties.
10. Ability to maintain confidentiality at all times in all situations and follow the laws and intent of the most current HIPAA laws and regulations and Creek Valley Health Clinic’s security and privacy policies.

**Preferred Qualifications:**

1. Billing experience in a FQHC, RHC, or similar nonprofit healthcare organization.

**Appearance Standards:**

This position shall follow the appearance standards as outlined in Creek Valley Health Clinic’s Personnel Policy “*Dress and Personal Appearance”*.

**Physical Requirements:**

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| **Administrative Staff – All Levels** | | | | |
|  | **Not Applicable** | **Occasionally** | **Frequently** | **Constantly** |
| **Stand** |  |  | **X** |  |
| **Vision - near** |  |  |  | **X** |
| **Vision – w/assistance** |  |  |  | **X** |
| **Walk** |  | **X** |  |  |
| **Sit** |  |  |  | **X** |
| **Handling** |  |  |  | **X** |
| **Reach outward** |  |  | **X** |  |
| **Reach above shoulder** |  | **X** |  |  |
| **Climb** |  | **X** |  |  |
| **Crawl** | **X** |  |  |  |
| **Squat/kneel** |  | **X** |  |  |
| **Bend** |  | **X** |  |  |
| **Lift/Carry** |  |  |  |  |
| **10 lbs or less** |  | **X** |  |  |
| **11-20 lbs** |  | **X** |  |  |
| **21-50 lbs** |  | **X** |  |  |
| **51-100 lbs** |  | **X** |  |  |
| **Over 100 lbs** |  | **X** |  |  |
| **Push/Pull** |  |  |  |  |
| **12 lbs or less** |  | **X** |  |  |
| **13-25 lbs** |  | **X** |  |  |
| **26-40 lbs** |  | **X** |  |  |
| **41-100 lbs** | **X** |  |  |  |
|  |  |  |  |  |
| Not applicable | Activity does not apply to this position | | | |
| Occasionally | Position requires this activity up to 33% of the time (0-2.5 hrs per day) | | | |
| Frequently | Position requires this activity from 33%-66% of the time (2.5-5.5 hrs) | | | |
| Constantly | Position requires this activity more than 66% of the time (5.5 hrs +) | | | |

**OSHA CATEGORY CLASSIFICATION:**

I understand that the duties that are required of me place me in a Category II.

*While performing the duties of this position, the employee is exposed to weather conditions prevalent at the time. The employee may experience exposure to dust, pollens, pollutants, fumes, and communicable diseases as related to the health care environment. The noise level in the work environment is usually moderate.*

Travel 🗵 is □is not required. It is anticipated that travel will be: 🗵 5% – 10% □ 50%-75%

□ 10% – 25% □ 75% - 90%

□ 25% – 50%

The specific statements shown in each section of this Job Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The job’s responsibilities/tasks may be modified and/or expanded over time. **Creek Valley Health Clinic will inform the employee when changes in the respective job description are made.**

I have read and understand the duties / physical requirements indicated in this job description and acknowledge that I am able to perform these duties with or without reasonable accommodation. **I understand that failure to adhere to these responsibilities could be grounds for disciplinary action.**

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Print Name Signature Date