

## **Medical Biller / Collector Job Description**

<b>Reports to:</b> Work Site Supervisor	<b>Revised:</b> 05/2012
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### **General Purpose:**

Under general supervision of supervisor or manager the Medical Biller/Collector is responsible for timely submission of claims to insurance companies from a wide variety of medical providers and facilities, as well as monitoring and ensuring payments for medical services are received in a timely manner. Medical Biller/Collector may also function as an intermediary between healthcare providers, clients, patients and health insurance companies.

### **Essential Functions:**

- Reviews patient bills for accuracy and completeness; obtains missing information.
- Knowledge of insurance, especially Medicare and Medicaid, rules and guidelines.
- Identify insurance company or proper party (patient) to be billed; identify and bill secondary or tertiary insurances.
- Perform coding and billing tasks on a computerized health information technology (HIT) system.
- Utilize a combination of electronic health record (EHR) and paper patient records to perform billing duties; maintain an accurate, legally compliant medical record.
- Process claims as they are paid and credit accounts accordingly.
- Review insurance payments for accuracy and compliance with contract discounts.
- Review denials or partially paid claims and work with the involved parties to resolve the discrepancy.
- Manage assigned accounts ensuring outstanding/pending claims are paid in a timely manner and contact appropriate parties to collect payment.
- Communicate with health care providers, patients, insurance claim representatives and other parties to clarify billing issues and facilitate timely payment.
- Consult supervisor, team members and appropriate resources to solve billing and collection questions and issues.
- Maintain work operations and quality by following standards, policies and procedures; escalate compliance issues to supervisor.
- Prepare reports and forms as directed and in accordance with established policies.
- Perform a variety of administrative duties including but not limited to: answering phones; faxing and filing of confidential documents; and basic Internet and email utilization.
- Provide excellent and professional customer service to internal and external customers.
- Function as contributing team member while meeting deadlines and productivity standards.

### **Minimum Requirements:**

- Education: High school diploma or equivalent. Successful completion of program in medical billing; current Certified Medical Reimbursement Specialist (CMRS) certification; or Associates Degree in Business Administration, Accounting or Health Care Administration may be preferred or required.
- Training and experience: Unless otherwise indicated, one year of current experience within the last three years in a comparable job classification required.
- Internet, email, MS Office and data entry skills required.
- Educated on and compliant with HIPAA regulations; maintains strict confidentiality of patient and client information.
- Ability to work effectively within role independently and with other team members.
- Ability to organize and complete work in a timely manner.
- Ability to read, write and effectively communicate in English.
- Ability to understand medical/surgical terminology.
- Health Requirements: In good health and able to work without restrictions as evidenced by Health Statement.
- Compliance with Supplemental Health Care's pre-assignment and medical requirements including: Hepatitis B Information or Waiver; and any additional state or facility medical requirements.
- Physical Demands-Stooping, turning, bending, squatting, kneeling and the ability to lift up to 50 pounds; constant/repetitive standing; requires normal, correctable vision and hearing, and the ability to accurately discern color as necessary to perform job functions.

The above statements reflect the general details necessary to describe the principal functions of the job as identified, and shall not be considered as a detailed description of all work requirements that may be inherent in the position.

In the following paragraphs, Supplemental Health Care is referred to as the "Company". The Health Care Professional will receive or have access to information about the "Company's" customers, referral sources, Health Care Professionals and applicants, as well as information including, but not limited to customer lists, applicant lists, applicant resumes, information pertaining to customer business preferences, computer programs, financial data, contracts, statistics, manuals, files, techniques and procedures, all of which is the "Company's" confidential property and which shall be considered "Trade Secrets". The Health Care Professional agrees to keep all Trade Secrets in strictest confidence at all times and acknowledge that these belong to the "Company" or are related to its business. At no time during or after work status will the worker use or disclose to any person any Trade Secrets belonging to the "Company" or the "Company's" predecessors and successors of interest, or its subsidiaries, affiliates, licensees, or franchisees, used or made available to them in the course of their work status. Immediately upon the termination of work status, or upon request by the "Company", the Health Care Professional will return to the "Company" all Trade Secrets and other materials or property of the "Company" in their possession, including all copies thereof, in whatever form they exist.

The Health Care Professional will receive or have access to information about patient/client medical records ("Patient Information"), all of which is confidential property. The Health Care Professional agrees to keep all Patient Information in strictest confidence at all times. At no time during or after work status will the Health Care Professional use or disclose to any person any Patient Information made available to them in the course of their work status. Immediately upon the termination of work status, or upon request by the "Company", the Health Care Professional will return all Patient Information and other materials or property in their possession, including all copies thereof, in whatever form they exist. Violation of confidentiality is cause for disciplinary action, including immediate termination.

Furthermore, the Health Care Professional will read and abide with the policies outlined in the "Orientation Handbook for Health Care Professionals" and is responsible to comply with any revisions that are communicated. The "Orientation Handbook for Health Care Professionals" describes important information about Supplemental Health Care; the Health Care Professional should consult their representative regarding any questions not answered in the handbook.

Health Care Professionals will be required to follow any other job-related instructions and to perform any other job-related duties requested by a supervisor on behalf of the "Company". All duties and responsibilities contained in this job description are essential job functions.

This document does not alter the "at will" nature of the relationship between the "Company" and Health Care Professional.

**Health Care Professional Acknowledgement:**

I have reviewed my job description and agree to perform all duties mentioned to the best of my ability. I understand my job duties may change as the needs of the department change. I further agree to notify my immediate supervisor, if I am unable to complete any of my job duties in a timely manner.

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Signature

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Name & Title    *(please print)*

Date