

Receptionist and Medical Billing Job Description:

We are a small and growing private practice so we need someone who is willing to jump in wherever necessary. This position plays a crucial support role in our day-to-day operations. Our clinical office works with a wide variety of clients, including families with young children, teenagers, married couples, seniors, and the chronically ill. We are committed to excellence as an organization, seeking an office administrator who can support our growth.

We are looking for someone who can organize tasks and priorities, yet remain flexible in an expanding practice. We need someone who can compassionately engage with our clients, while fairly and consistently enforcing and following office procedures and policies. We hope to find a self-starter who can anticipate obstacles, follow through, and make the corrections necessary to stay on track. We are hoping this person will be good at figuring out what is wrong and resolving it.

The person in this role will primarily focus on the following tasks:

- Registering patients and completing insurance verification
- Tracking referral sources and sending confirmation letters or emails
- Tracking characteristics of new clients (zip code, diagnoses)
- Working aging reports (Accounts Receivable) for commercial insurances, Medicare, and Employee Assistance Programs
- Billing electronic and paper claims for commercial insurance, Medicare and EAPs
- Denial management to resolve claim issues
- Working with insurance companies or government payers on denied claims
- Follow-up with patients for self-pays
- Mailing statements
- Managing phones, taking messages, providing information
- Opening, sorting, routing mail – preparing and sending outgoing mail
- Sending follow-up questionnaires & soliciting client feedback
- Collecting copayments during regular hours and posting payments from evening hours
- Disburse payment to vendors, therapists
- Basic environmental maintenance
- Buying office supplies
- Copying handouts and forms

We would prefer the following skills and experience:

- Medical office experience
- Flexible attitude and ability to help out where ever needed
- Knowledge of EMR software systems.
- Strong medical billing background with a good understanding of insurance coding
- Superb fluency with computers and technology, including all Office applications, web-based tools such as web-based email, search engines, social media, and messaging.

Wage: \$11-14/hr