

**EAST FORK FIRE PROTECTION DISTRICT  
JOB DESCRIPTION**



---

<b>JOB TITLE:</b>	Medical Billing Specialist	<b>FLSA:</b> Non-Exempt
<b>DIVISION:</b>	Administration	
<b>REPORTS TO:</b>	Executive Office Manager	<b>DATE:</b> September 12, 2016

---

**POSITION SUMMARY:**

Responsible for performing a wide variety of administrative duties in support of District medical billing operations. Successful performance of the work requires not only a knowledge of appropriate policies and procedures, but also skill in dealing with a variety of individuals, in public and over the telephone.

**ESSENTIAL FUNCTIONS:**

- Process incoming medical reports: confirm/enter/update patient information; review and interpret notes; enter appropriate procedure/HCPC/ICD10 codes into system per established billing guidelines; ensure compliance with HIPAA requirements; finalize report for proper medical insurance billing; ensure appropriate documentation is received and included as required.
- Forward insurance claims to appropriate carrier for payment: send claims via web-based or mail systems; print claims as required and send appropriate documentation to insurance carriers for payment; obtain medical records and required documentation from hospitals and related healthcare facilities.
- Print and mail patient invoices, HIPAA forms, insurance request forms, collection notices; run reports to identify delinquent accounts.
- Process returned mail; utilize appropriate resources to obtain correct addresses; update patient information in system.
- Scan and file all billing documentation; maintain filing systems; update and re-arrange documentation as required; process files for long-term storage.
- Assists general public, customers and staff in person, over telephone and by email; answers inquiries, provides general direction related to activities, receives and attempts to resolve complaints, explains policies, procedures and proper use/completion of District forms.
- Assists staff by screening incoming correspondence, calls and visitors; takes messages or refers callers to appropriate staff.
- Participates in Emergency Operation Center deployment activities and provides administrative support as required.
- Performs a variety of clerical support duties including, copying and assembling materials, collecting and distributing mail, answering phones, assembling and binding reports, faxing/scanning documents, filing, typing, and data entry; may order and stock office supplies.

---

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

- Represents the District with dignity, integrity, and a spirit of cooperation in all relationships with town, community and professional organizations, other fire agencies, district, departments, county, city and state agencies and offices, federal agencies, and other service organizations.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**Education and Experience:**

High School diploma AND one (1) year of general clerical experience; OR an equivalent combination of education, training and experience as determined by Executive Office Manager

**Required Knowledge and Skills**

Knowledge of:

- Business arithmetic.
- Correct business English, including spelling, grammar and punctuation.
- Basic record keeping practices.
- Performing detailed office support work accurately.
- The use of specified computer applications involving word processing, data entry and/or standard report generation.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Standard billing processes and procedures.
- Conflict management techniques utilized in a customer service environment.
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, often in situations which may be stressful.

Skill in:

- Reviewing customer accounts, identifying discrepancies and determining action needed.
- Performing basic mathematical functions.
- Maintaining customer records in a computerized database, acquiring account-related information from multiple sources including computerized databases.
- Assessing customer requests and determining appropriate resolutions.
- Listening and communicating clearly and effectively.
- Interpreting and explaining applicable codes, regulations and procedures.
- Processing payment transactions and accurately posting to customer accounts.
- Meeting critical time deadlines.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Establishing and maintaining effective work relationships with staff, coworkers, and the public.

**REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:**

- Nevada Class C driver’s license.
- Obtain ICS 100 and ICS 700 within six (6) months of employment.
- Typing Certificate at a minimum of 35 WPM.

**PHYSICAL DEMANDS & WORKING ENVIRONMENT:**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment, vision to read printed materials and a computer screen, and hearing and speech to communicate in person or over the telephone. Strength and ability to exert up to 25 pounds of force to lift and carry.

**CONDITIONS OF EMPLOYMENT:**

1. *Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.*
2. *New employees are required to submit to a fingerprint based background investigation and a drug/alcohol screen. Employment is contingent upon passing the background and the drug/alcohol screen.*
3. *EFFPD participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS, with information from each applicant’s Form I-9 to confirm work authorization). All candidates who are offered employment must complete Section 1 of the Form I-9 along with the required proof of their right to work in the United States and proof of their identity prior to starting employment. Please be prepared to provide required documentation as soon as possible after the job offer is made.*

**I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.**

**PRINT NAME:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

---

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.