

**EAST FORK FIRE PROTECTION DISTRICT
JOB DESCRIPTION**



JOB TITLE:	Medical Billing Specialist II	FLSA: Non-Exempt
DIVISION:	Administration	
REPORTS TO:	CFO/Director of Finance	DATE: 9/21/2021

POSITION SUMMARY:

Responsible for performing technical, specialized and complex accounting duties in support of District medical billing operations. May assign and review work of other staff.

ESSENTIAL FUNCTIONS:

- Receive and post payments for all ambulance related claims: prepare deposits; run required reports to document posted accounts receivable amounts; balances all credits posted; confirm electronic deposits from governmental insurers.
- Reconcile and make adjustments to statement/accounts that require detailed examination of accounts; follow-up with insurance carriers as required to resolve claims; determine claims pending and review aged claims to work towards payment/resolution; review and research past-due accounts for collections.
- Assists general public, customers and staff in person, over telephone and by email; answers inquiries, provides general direction related to activities, receives and resolves complaints, explains policies, procedures and proper use/completion of Districts' forms.
- Processes refunds from payers and patients.
- Interpret and document denial of EOBs received for denied claims; research issues related to denial and resubmit as appropriate; update rejected claim information into system.
- Process, prepare and follow-up on appeals and re-consideration requests; compose correspondence as required; manage Sierra Saver Ambulance Subscription program as needed to ensure efficient and effective operations; process Treatment Authorization Requests required to process claims.
- Scan local media for estate notifications and creditor's claims for deceased patients or patients undergoing bankruptcy proceedings; issue creditor's claims for bad debt and bankruptcy accounts to ensure payment for bad debt; obtain notarization as required and send completed forms to Judicial Courts for processing; maintain 1099 and file accordingly; assess and report Medicare EOBs needed to complete batch processing; run reports to ensure accuracy and balancing of AR accounts.
- Track, schedule and attend billing-related trainings, software training, and HIPAA relates training sessions.

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.

- Cross-trains and provides back up to Medical Billing Specialist I; may receive and process ambulance transport reports for submission to appropriate payors.
- Troubleshoot any problems related to the billing office in relation to electronic claim submission, software related problems/changes; establish and maintain web accounts for private and governmental insurance carriers to check for patient eligibility, claim status and EOBs as required.
- Participates in Emergency Operation Center deployment activities and provides administrative support as required.
- Supports the general administrative activities of the Fire District. Performs a variety of administrative support duties including answering general questions, copying and assembling materials, collecting and distributing mail, answering phones, assembling and binding reports, faxing/scanning documents, filing, typing, and data entry.
- Represents the Districts 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 two (2) years of accounting/billing experience; OR an equivalent combination of education, training and experience as determined by the Executive Office Manager

Required Knowledge and Skills

Knowledge of:

- Policies and procedures of medical billing.
- Use of specified computer applications including word processing and involving the design and management of databases or spreadsheet files and the development of special report formats.
- Business arithmetic.
- Financial record keeping and bookkeeping practices and techniques.
- Principles and practices of auditing financial documents and records.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Record keeping principles and practices.
- Correct business English, including spelling, grammar and punctuation.
- Basic budgetary practices and terminology.
- Practices of reviewing financial documents for completeness and accuracy.
- 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:

- Performing technical, specialized, complex or difficult financial office support work.
- Reading and explaining rules, policies and procedures; analyzing and resolving varied financial office administrative problems.
- Organizing, researching and maintaining financial files.
- Making accurate arithmetic calculations.
- Reviewing financial documents for completeness and accuracy.
- Reviewing, posting, balancing and reconciling financial records.
- Maintaining accurate financial records and preparing accurate and timely reports.
- Using initiative and independent judgment within established procedural guidelines.
- Organizing own work, setting priorities and meeting critical deadlines.
- Dealing successfully with the public, in person and over the telephone.
- Listening and communicating clearly and effectively.
- Processing payment transactions and accurately posting to customer accounts.
- 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.

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 both a typical and non-typical administrative support setting, which may include working outside the office environment, as needed, requiring the ability to tolerate some adverse weather conditions and on rare occasions, ability to traverse on uneven ground; ability to use standard office equipment; stamina to sit and stand for extended periods of time; strength and agility to occasionally lift and carry in excess of 25 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

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:** _____