

JOB DESCRIPTION – BILLING ASSISTANT

Title: Billing Assistant

Supervisor: Administrative Supervisor-Billing

Employment Status: Non-exempt; Full-time

Department: Administration

Job Summary:

The Billing Assistant is responsible for all aspects of the billing data entry, via the county run billing systems. The Billing Assistant is responsible for supporting the Billing Department's Administrative Supervisor with all aspects of the compliance and billing process. A primary responsibility for the Billing Assistant is to enter the majority of billing, if not all, each month. The Billing Assistant is responsible for ensuring all client sensitive information is kept safeguarded at all times.

Duties and Responsibilities:

Data Entry: 1) Responsible for all data entry completion of Medi-Cal, Medicare, and Other Health Insurance service billing and/or claims in a timely and accurate manner.
2) Responsible for utilizing daily/weekly/monthly reports to balance all entries made into the billing and tracking systems utilized by the agency.

Audit: 1) Responsible for supporting and participating in the Agency's Quality Assurance process, especially in regards to Internal, County, and State Audits.

Administrative Support: 1) Responsible for creating, updating, and fixing of all records entered into the billing systems; 2) Filing all forms and documents associated with the billing process; 3) Relief for receptionist coverage, to include lunch coverage and back up if the receptionist is not in attendance (i.e. sick, vacation, etc.).

Reporting: 1) Check Medi-Cal Eligibility for every client, in all programs; 2) Report to Supervisor regarding issues, workflow, and any possible delays with the billing process; 3) *Assure limited risk of unauthorized exposure to PHI (Protected Health Information) through careful attention to report processing and transactions, assuring use of confidential data management and other activities as assigned;* 4) End of the month reporting to various program heads and as requested reporting throughout the month.

Professionalism/Customer Service: 1) Responsible for creating professional working relationships with all levels of staff; 2) Responsible for maintaining a professional manner with the use of business calls, internal business email, written memos, and face to face contact; 3) Greet staff/visitors to the agency in a personable and helpful manner and refer them to appropriate personnel if need be; 4) Recognize the importance of an

understanding and professional relationship with clients and their families, and help them to gain a feeling of confidence in the agency 5) Responsible for maintaining open communication with the immediate Supervisor and all levels of staff that this position will be in contact with on a daily basis; 6) Responsible for upholding all agency policies.

Other Duties: 1) May drive on agency business as required; 2) other duties as assigned by Supervisor.

Qualifications:

1. Two years general office experience and strong computer/data entry skills;
2. Billing experience highly preferred. Experience in Medical/Mental Health Billing, including working knowledge and/or understanding of CPT/HCPCS Codes, CMS 1500 Form for Other Health Insurance, Claim Denials and Medicare billing;
3. Basic experience in Microsoft Outlook, Word and Excel
4. Strong attention to detail, and organizational skills needed;
5. Ten-key experience required; and
6. Ability to present professional, courteous, and helpful at all times.

Physical Demands:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions. The noise level in the work environment is usually quiet and, at all times is within safe OSHA standards.

Communication

1. Communicates clearly and effectively, both verbally and in writing, with co-workers, supervisors, clients and their families;
2. Must be able to comprehend and clearly convey instructions to others;
3. Must be computer proficient and be able to work on a computer for up to 40 hours per week; and
4. Must be able to type 40 wpm.

Physical Activities

1. Must be able to handle or manipulate objects, tools, and operate controls;
2. Must be able to reach for stacked products, store and retrieve file boxes on high shelves;
3. Must be able to push, pull, lift and/or carry as much as 10 lbs; and
4. Must be licensed and have the ability and skill to drive a vehicle.

I have read and understand the duties and responsibilities for my position as a Billing Assistant.

Signed Name: _____ Date: _____

Printed Name: _____