

Reports To: Patient Accounts Director

Functional Area: Finance and Administration

Schedule: Full-Time, Monday - Friday

POSITION SUMMARY:

Determines patient information for insurance purposes. Works with EOB's from various insurance carriers including the Commonwealth of Massachusetts and Medicare/Medicaid to verify patient insurance coverage, prepare bills, and perform other tasks to ensure that Armstrong Ambulance collects all monies due for services rendered. Billing Specialists may be assigned duties in pre-billing, scanning, medical billing, chair car billing, advanced life support billing, dialysis billing, radiation billing, other specialized billing, and/or collections.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Reviews patient care reports to determine patient information for insurance purposes.
- Contacts facilities, hospitals, and patients for missing patient information and physician certification statements.
- Gathers data such as names of insurance company and policy holder, policy number, and services rendered.
- Contacts insurance companies to verify patient coverage, determine schedule of payors, and obtain information concerning extent of benefits.
- Computes total bill showing amounts to be paid by insurance company and patient.
- Prints and mails or electronically transmits invoices.
- Telephones or writes to companies and individuals with unpaid claims to obtain settlement of claim.
- Answers questions from patients and patient family members regarding statements and insurance coverage, utilizing care and tact.
- Sorts incoming mail and conducts research to locate a better address for returned mail.
- Prepares outgoing mail – bills, invoices, statements, and reports.
- Posts payments.
- Prepares aging reports.

Company Standards

- Performs all duties in a safe, courteous, confidential and professional manner.
- Maintains a positive and professional image by being well groomed and properly attired at all times.
- Mentors, trains, and encourages fellow staff as needed, to help them attain their full potential.
- Completes all reports legibly, accurately, and on a timely basis.
- Maintains confidentiality of all customer and Armstrong information.

PATIENT PRIVACY:

- Expected to protect the privacy of all patient information in accordance with Company policies, procedures, and practices, as required by Law, and in accordance with general principles of professionalism as a health care provider.
- May access protected health information and other patient information only to the extent that it is necessary to complete job duties. May only share such information with those who have a need to know specific patient information to complete their job responsibilities related to treatment, payment, or other company operations.
- Encouraged and expected to report, without the threat of retaliation, any concerns regarding the company's policies and procedures on patient privacy and any observed practices in violation of that policy to the designated management personnel.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

Specific Function Related Skills: Customer service attitude; attention to detail; excellent telephone communication skills; research skills.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Mathematical Skills: Ability to add, subtract, multiply and divide; calculate figures and amounts such as discounts and interest.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written and oral form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL REQUIREMENTS:

The physical demands 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 with disabilities to perform the essential functions. The employee must:

- Occasionally lift carry, push and/or pull up to 20 pounds (i.e., office supplies).
- Utilize both gross and fine motor skills of the upper extremities including regular use of hands to finger, handle or feel, and reaching with hands and arms.
- Specific vision abilities include close, color, depth perception and ability to adjust focus.
- Management reserves the right to randomly test employees for compliance with its drug-free workplace policy.

WORK ENVIRONMENT:

The work environment is representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The work environment is frequently hectic with quick turnaround times and deadlines.
 - Regular scheduling may involve scheduled and unscheduled overtime.
 - The noise level in the work environment is usually moderate.
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ACKNOWLEDGMENT:

I understand that signing this job description does not create a contract of employment, guarantee employment for any definite period of time, or in any way affect my employee-at-will status. I understand that as an employee-at-will I may terminate my employment, or the company may terminate my employment, at any time, with or without cause and with or without notice.

I have read and understand the above, and by my signature acknowledge that I am aware of the responsibilities and qualifications associated with this position.

Printed Name

Date

Signature