

**KIOWA COUNTY MEMORIAL HOSPITAL
JOB DESCRIPTION**

POSITION Billing Specialist
Full Time 40 hours per week

SUMMARY Biller is responsible for handling the billing of claims associated with services provided at the Greensburg Family Practice, and Kiowa County Memorial Hospital. Biller will review and analyze charges related to patient payments as well as resolve rejections and denials. Biller will ensure payments are up to date and completed by insurance companies associated with patient accounts in a timely manner.

EDUCATION High School Diploma or Equal

EXPERIENCE REQUIRED Experience with medical billing is preferred.

SKILLS AND ABILITIES

- Basic Microsoft Word and Excel knowledge
- Typing and data entry
- Time management in program navigation and training
- Solid understanding of billing software and electronic medical records
- Ability to follow routine verbal and written instructions
- Ability to work independently and use resources to find answers in unfamiliar situations
- Record maintenance skills
- Ability to always maintain confidentiality of information
- Ability to communicate calmly and professionally with patients and all insurance vendors by phone, in person, written, or email

ESSENTIAL RESPONSIBILITIES

- Process billing to patient and third-party insurance claims
- Handles denials from insurance claims in a timely manner, and tracking of non-payment paperwork from insurance companies
- Works closely with insurance representatives to ensure claims are going out clean and maximum reimbursement is obtained
- Monitors submitted claims; follows up on unpaid claims, both in Cerner and Quadax
- Research and responds by telephone and / or in writing to patient inquiries regarding billing issues and problems
- Resubmits claims to insurance companies as necessary
- Balances necessary batches and reports, including monthly ATB report
- Answers questions from patients, clerical staff and insurance companies as needed
- Works closely with HIM and other departments to ensure claims are correct and paid in a timely manner, and all documentation is available as needed
- Identifies and resolves patient billing complaints
- Works in conjunction with registration staff to ensure clean billing
- May provide coverage for front desk reception or financial counselor in times of scheduling needs
- Stays up to date on billing rules and changes, and attends webinars and conferences as needed
- Generating Refunds to the Business Office Manager as needed on accounts

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the department.

SUPERVISION Reports to the Business Office Manager. Must be able to work independently.

PHYSICAL REQUIREMENTS

- Requires extended periods of time sitting
- May be required to lift up to 30lbs, such as files, cases of photocopy paper, etc.
- Requires reaching by extending hand(s) or arm(s) in any direction. Finger dexterity is required to manipulate objects with fingers rather than with whole hand or arm, for example, using a keyboard
- Sitting in a normal seated position for extended periods of time
- Ability to see within normal parameters
- Ability to hear within normal range
- Ability to move about
- **Communication: Required** to be able to communicate orally and written effectively to ensure continued financial exchanges are complete and current.

EQUIPMENT USED Telephone, computer, copier, fax machine, postage machine.

ENVIRONMENT Indoor, general hospital environment.

SPECIAL SKILLS Must always be professional and courteous; Must be able to handle and prioritize many tasks simultaneously; good typing skills; effectively utilize time; shows self-confidence, exhibit enthusiasm for work; knowledge of computer use; experience needed in Microsoft Word, Excel, and the internet. Works well without direct supervision and must be familiar with general office procedures.

TRAINING AFTER HIRE Training programs that apply to this position or enhance job performance will be required. Hospital-wide in-services will be required. Webinars and conferences pertaining to billing may be required at the Manager's discretion.

SPECIAL LICENSES REQUIRED None

DESIGNATION FOR ACCESS TO HEALTH INFORMATION

- Demographic information only
- Financial information only
- Clinical information only
- All patient information

I have reviewed the above job descriptions and requirements and verify that I can meet all the specified duties and requirements.

I understand that Kiowa County Memorial Hospital (KCMH) cannot guarantee my employment and that KCMH can change wages, benefits and conditions of my employment at any time.

I understand that in the performance of my duties as an employee of KCMH, I must hold in confidence all that pertains to the patient, relatives and all other employees. Furthermore, I understand that intentional or involuntary violation of my employer's confidentiality may result in immediate termination of employment for cause.

I understand that a conditional job offer is extended, pending pre-employment physical.

Printed Employee Name

Date

Employee Signature