

Mountain Valleys Health Centers, Inc.

Job Description

POSITION: Biller

REPORTS TO: COO

AREAS OF RESPONSIBILITY: The Billing Assistant demonstrates a consistent commitment to quality and customer service with patients, clinical staff, and providers. Handles all aspects of billing including payments, charges, denials and correspondence for medical and dental clinics. The Billing Assistant must have a working knowledge of all duties listed below.

QUALIFICATIONS: High school diploma, two years experience (medical billing preferred), excellent communication and organizational skills, good English, grammar, spelling, and the ability to be accurate. Computer literate, basic math skills, and proficient typing/keyboarding. Knowledge of Medical CPT, HCPCS, modifiers and ICD-10 codes. Requires ability to answer patient and insurance questions by phone and in person and maintain strict patient confidentiality at all times. Must maintain confidentiality relating to MVHC personnel, and information that could result in proprietary damage to MVHC. Must be flexible, work both independently and as a team player, and sit for long periods. Must have the ability to work various shifts, may at times be asked to travel to other MVHC clinic sites. Must have valid California or Oregon driver's license and auto liability insurance.

REQUIREMENTS AFTER HIRE:

Obtain current CPR card.

Clean and appropriate business attire.

DUTIES AND RESPONSIBILITIES:

Code and post all charges to patient's account within three days of date of service.

Process all carrier claims including, third party insurance, Medi-Cal, Medicare, EAPC, CHDP, CMSP, etc. at least weekly. Print all secondary claims weekly attaching primary EOBs to claims.

Post Medi-Cal, EAPC, Family Pact, CMSP, and etc. RA within one to two working days of receipt. Post Medicare EOMB within one to two days of receipt. Post insurance, workers compensation, and CHDP EOBs within one to three working days of receipt. Post patient receipts same day received. Balance receipts with day close and give to your Site Manager.

Process Medi-Cal, Medicare, and insurance denials within three to five working days researching and accurately reprocessing claims including CIFs and Appeals.

Run, sort, and audit statements the first day of each month ensuring accuracy. Mail timely to responsible parties.

Handle phone calls from patients and insurance companies accurately and in a professional manner. Respond to all patient inquiries within one to two business days. Assist all clinical staff with questions and concerns regarding patient billing accurately and courteously.

Perform other duties as assigned, demonstrating flexibility and willingness to do extra work as needed on an interim basis. May be cross-trained for other positions and may be required to work in those positions as needed.

CUSTOMER CARE: A core value of Mountain Valleys Health Centers' is our dedication to high-quality customer care. As a Community Health Center, our patients are our vitality; therefore, every patient will be treated accordingly.

At MVHC a customer is defined as but not limited to a patient, vendor, contractor, granting agency, community business, and employee. Customers will be treated with the utmost dignity and respect regardless of their socio-economic status, insurance type, job position, and/or race, etc. Discrimination is unacceptable and is grounds for immediate termination.

Every employee of MVHC will adhere to the Accountability Measures outlined either at the onset of employment or at the date of this signed job description. Should these expectations not be upheld, the employee understands that disciplinary action will be taken which could lead to immediate termination.

By signing this job description, the employee commits to providing the highest quality customer care and will strive to make each patient feel as though they are the only one.

PHYSICAL REQUIREMENTS:

Frequent: sitting, standing, walking, working on computer six to eight hours daily, lift/carry objects up to 24lbs, repetitive motion of hands, close eye work. Constant: listening, speaking in person or on the phone, reading, writing.

EMPLOYEE ACKNOWLEDGEMENT:

I have read my job description and understand its contents. I agree to perform the duties and responsibilities with the highest standards. It at any time I have questions about its contents, I will discuss with my supervisor for clarification.

Employee Signature

Date