

Empire Management Group, Inc.

Medical Billing and Patient Account Representative Job Description

Position Summary:

The Medical Billing and Patient Account Representative will be responsible for reviewing, collecting and verifying all information and documentation necessary for timely billing of patient accounts.

List of Duties and Responsibilities:

- Submitting primary, secondary, and tertiary claims to insurance carriers.
- Resolving insurance claim denials.
- Reviewing and monitoring insurance reimbursement for consistency with contracts.
- Processing monthly statement billing for patient balances.
- Posting payments from insurance carriers and patients.
- Applying co-payments, co-insurance, and deductible amounts to patient accounts.
- Responding to physician, patient, and insurance carrier questions and requests for information.
- Evaluating patient demographics for accuracy and completeness.
- Process patient phone payments.
- Monitor and resolve financial discrepancies.

The medical biller will have direct contact with physician offices, surgery centers, other departments as well as insurance companies and must demonstrate a positive demeanor, good verbal and written skills, and be professional in both appearance and approach. Must demonstrate strong interpersonal skills to ensure cooperation from other departments and be able to handle potentially difficult situations and multiple tasks at one time. Must have a thorough understanding of insurance billing requirements for all federal, state and local agencies and third party submissions. In the event a bill does not pass the automated edits, must determine the required corrective action, and document repetitive errors. Employee must be a positive role model for other staff by working with them to promote team work and cooperation.

Requirements:

Minimum Requirement:

- High School graduate or equivalent technical training with some additional education (i. e.: computer training, communication classes, etc.).
- Basic knowledge of medical terminology.
- Typing, data entry, 10-key, and word processing.

Preferred/Desired:

- Medical billing and/or coding certification or degree.
- Knowledge of ICD-10 and CPT coding.
- Experience with facility billing and coding.
- 3-5 years computerized medical billing or related experience.
- Knowledge of Medicare and Medi-Cal reimbursement processes.
- Basic knowledge of accounting procedures and computer based accounts receivable systems.
- Thorough understanding of HCFA 1500 and UB-04 billing required; basic understanding of coding.

Reports to:

Billing Manager

Classification:

Full-time position, non-exempt