



**RGH Clinic Billing Specialist
JOB DESCRIPTION**

Position Title:	Billing Specialist	Exemption Status:	Non-Exempt
Job Classification:		Job Code:	
Department:	Clinic Business Office		
Reports to:	Clinic Department Director/Business Office Director		
Last Update:	February 7, 2013		

Job Summary

Under general supervision, is responsible for representing Roosevelt General Hospital (RGH) as an exemplary hospital/clinic in the region. Ambassadors will be the embodiment of the hospital's mission, vision and values. They will greet patients, families and hospital guests upon arrival and assist them in navigating through all aspects of their hospital visit. This position is responsible for day-to-day patient account functions, including insurance prior authorization, coding, charge entry, collecting payments, and managing account payments.

Essential Functions:

Business Office (will report to Business Office Director for these functions)

- Obtains prior authorization from insurance companies for surgical procedures
- Schedules patients in the operating room
- Data entry and organization
- Prepares and submits clean claims to various insurance companies either electronically or by paper
- Answers questions from patients, clerical staff, and insurance companies
- Identify and resolve patient billing complaints
- Evaluates patient's financial status and establishes payment plans
- Diagnostic and procedural coding
- Resolve discrepancies in accounting records
- Contact customers to obtain or relay account information
- Participates in data gathering for financial reporting
- Cross-train to cover all front desk positions
- Provides back up support for front desk registration

Department Functions (will report to Department Director for these functions)

- Greet all patients, families and hospital visitors with a positive, cheerful attitude
- Uphold the mission, vision and values of Roosevelt General Hospital (RGH)
- Be knowledgeable on all of RGH Clinic's services, including the RGH
- Ensures department is adequately stocked with necessary clerical supplies, forms, etc. and maintains a neat and orderly work area

Non-Essential Functions

- Perform other duties as assigned

Professional Requirements

- Maintain patient confidentiality at all times

- Maintain professional attire
- Complete continued education/training requirements
- Report to work on time and as scheduled
- Wear identification while on duty
- Maintain regulatory requirements, including all state, federal and local regulations
- Represent the organization in a positive and professional manner at all times
- Comply with all organizational policies and standards regarding ethical business practices
- Communicate the mission, ethics and goals of the organization
- Participate in performance improvement and continuous quality improvement activities
- Attend monthly staff meetings

Qualifications

- High school graduate or equivalent
- Medical terminology knowledge preferred.
- Basic computer knowledge
- Typing speed: minimum 40 wpm
- Spanish speaking is preferred
- Previous hospital/clinic registration, billing and collections, financial counseling, and/or customer service experience preferred
- Knowledge of CPT / ICD-9 coding helpful.

Knowledge, Skills, and Abilities

- Must have an enthusiastic and positive attitude
- Possess a genuine desire to help RGH become an exemplary hospital in the surrounding community and the state
- Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize duties/tasks
- Ability to initiate communication with patients, their families and hospital visitors
- Must have excellent customer service and communication skills with the ability to effectively calm patients and be able to deal with distressed and/or agitated patients and their families
- Must have a professional demeanor and excellent public relations skills
- Willingness to develop or improve public speaking skills
- Knowledge of medical insurances (Medicare, HMO’s, PPO’s, commercial), EMTALA regulations, hospital/clinic billing and collection process
- Must have excellent written skills with knowledge of medical terminology

Physical Requirements and Environmental Conditions

- Work is performed during regular work hours, but may require overtime and/or weekend hours to meet deadlines
- Work in varying degrees of temperature (heated or air conditioned)
- Position requires sitting for approximately 4-8 hours per day with walking up to for 2 hours per day
- Position requires light to moderate work with 50 pounds maximum weight to lift and carry
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing

General Sign-off

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

Employee’s Signature

Date