

JOB DESCRIPTION

Job Title: Medical Billing Clerk (9722)

Job Summary:

The job of the Medical Billing Clerk is done for the purpose(s) of analyzing consumer financial accounts and accurately preparing and submitting medical invoices to private insurance companies and Medi-Cal for Behavioral Health Services. Works under general supervision and, within a framework of established procedures, are expected to perform a wide variety of billing and collection duties. Other related clerical work will be performed as required by the program.

Essential Functions:

- Verify insurance and Medi-Cal eligibility for all consumers
- Process insurance & Medi-Cal claims
- Post insurance payments
- Resolves issues with explanation of benefits (EOB) and denial letters with insurance carriers
- Follow up on claims regarding any discrepancy in payments
- Record and maintain financial information for consumers in MIS system
- Correspond with insured or agents to obtain eligibility information
- Answers billing questions from consumers, staff and insurance companies
- Adheres to all HIPAA guidelines/regulations
- Bill insurance companies, Medi-Cal, and/or consumers for services rendered
- Update consumer data and charges for billing purposes
- Check trial balances of consumer accounts to ensure accurate billing or crediting has occurred
- Respond to inquiries from consumers, insurance companies, attorneys, and health care facilities regarding status of consumer accounts
- Combine and separate accounts to ensure proper pay classification and correct statement billing
- Type third-party pay forms, correspondence, and bills
- Update signed agreements for payment of services
- Record efforts to contact, or contacts with, consumers
- Verify uncollectible accounts; prepare write-offs for uncollectible accounts
- Verify information provided by consumers; submit information to supervisor concerning number and amounts of claims processed
- Compile financial reports
- Perform special assignments such as compiling data on number of denials from Medi-Cal claims
- Complete Service Authorization Request paperwork for out-of-county consumers
- Track due dates for authorizations from other counties and ensure documentation is submitted accordingly
- Other clerical duties as assigned

Skills, Knowledge and/or Abilities:

Skills to:

- Understand and carry out oral and written directions
- Operate standard office machines & equipment
- Communicate effectively and respectfully
- Critical thinking
- Type at a speed of 45 net words per minute
- Interview consumers or others to obtain financial and pertinent personal background
- Establish priorities, meet deadlines, organize workload, and work independently

Knowledge:

- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Knowledge of computer hardware and software applications and programs
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Office methods and procedures
- Medical billing practices
- Health insurance billing

- Math sufficient to compute payment amounts and account balances.
- Basic medical coding and third-party operating procedures and practices

Ability to:

- Multi-task assignments
- Retain and recall information
- Process information such as categorizing, calculating, auditing, or verifying information or data
- Develop specific goals and plans to prioritize, organize and accomplish your work
- Provide information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person
- Work evenings or weekends as needed
- Bilingual in English/Spanish preferred

Responsibilities include: working under standardized instructions and/or routines focusing primarily on results; providing information and/or advising other persons. Utilization of resources from other work units is required to perform the job's functions. There is an opportunity to impact the Organization's services.

The usual and customary methods of performing the job's functions requires the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing; some stooping, kneeling, crouching and/or crawling; significant reaching, handling, fingering and/or feeling. Generally the job requires 85% sitting, 10% walking and 5% standing. The job is performed under minimal temperature variations, a generally hazard free environment, and in a clean atmosphere.

Experience Required:

Job-related experience is required in medical billing and practices.

Education Required:

High school diploma or the equivalent.

Targeted job-related education that meets organization's prerequisite requirements.

Licenses, Certifications, Bonding, and/or Testing Required:

Department of Justice and FBI Fingerprint Clearance.

Valid California Driver's License and proof of automobile insurance.

October 2015

FLSA Status: Non-Exempt

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.