

Position: Medical Billing Representative

Reports To: Director, Billing Operations

FLSA Status: Non-Exempt

Essential Functions:

- Researches all information needed to complete billing process
- Processes all insurance claims including Medicare and commercial claims
- Processes all correspondences sent to billing offices
- Works with patients to set-up payment plans as well as resolve account disputes
- Follows-up with insurance companies and ensures claims are paid/processed
- Works all A/R reports
- Make outgoing collection calls to patients and insurance companies to follow-up on delinquent accounts
- Processes credit card payments over the telephone
- Participate in regular billing meetings
- Maintains strictest confidentiality and follows all HIPAA guidelines
- Handles patient and staff inquiries via incoming phone calls, fax, and mail
- Other duties as assigned

Skills:

- Knowledge of medical terminology (i.e. CPT Codes, ICD-10 Codes)
- Working knowledge of payer websites and practice management systems
- Skill in computer programs, spreadsheets and applications
- Skill in using a calculator
- Skill in typing 40 wpm

Education:

- High School graduation or GED

Experience:

- Minimum of two (2) years billing experience in health care organization

Disclaimer: *This job description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.*