

POSITION DESCRIPTION

DEPARTMENT: FIRE DEPARTMENT
TITLE: EMERGENCY MEDICAL ADMINISTRATIVE ASSISTANT
ANALYST: MIKE DUERSCH, COMP. AND BENEFITS COORDINATOR
DATE PREPARED/REVISED: APRIL 1994/APRIL 1998
DATE EVALUATED: APRIL 1994/APRIL 1998

POSITION PURPOSE:

This position is accountable for contributing to the efficient and effective operations of Emergency Medical Service of the Fire Department by performing a variety of highly responsible and confidential clerical and routine administrative duties. Employee performs responsible work in analyzing, controlling and recommending policy concerning problems and technical work characteristic of the ambulance procedures.

PRINCIPAL ACCOUNTABILITIES:

1. Accountable for gathering information from Emergency Paramedic Forms and other sources and entering into the Sweetsoft computer system; ensures information is complete and correct; after data entry, ensures the disbursement of invoices to patients, insurance companies, and hospitals; responsible for timely disbursement of monthly statements to open accounts; and ensures financial records are complete and balance against ledgers.
2. Maintains financial system for the Ambulance Division by receipting and recording payments in various software systems. Monitors receivable and payable accounts to ensure proper collection and payment of funds. Prepares, balances and makes deposits. Creates and provides monthly financial accounting reports to the County Commissioners, Fire Chief and the EMS director.
3. Responsible for ICD-9 CM coding. Ensures documenting diagnosis codes, procedure codes and response codes are accurate on HCFA forms. Ensures that the information on HCFA forms meets the requirements and regulations set by various insurance companies. Responsible for submitting HCFA claims electronically as well as through the mail. Researches claims and updates information on returned claims in order to process them.
4. Responsible for record maintenance on patient accounts, both

electronically and on EMS information forms. Files various records and contacts hospitals regarding the patients' billing and insurance information. Ensures that EMS Encounter forms are completed as required by the State Emergency Medical Services Bureau before being processed. Retrieves medical information and submits to Insurance Companies, law firms, etc. Is responsible for the confidentiality of ambulance reports and other related communication.

5. Responsible for contacting ambulance patients to inform them of delinquency before sending delinquent accounts to appropriate collection agencies. Coordinates closely with collection agencies on patients' overdue accounts.
6. Is responsible for routine administrative and supervisory duties in Office Manager's absence, i.e., staff meetings, planning meetings, and other various meetings; also ensures financial and payroll duties are taken care of at appropriate times to meet deadlines. Assists the Office Manager with other projects and responsibilities.
7. Contributes to collection of funds for wood stove permits, firework permits, storage tank permits, and other various permits for the Fire Prevention Bureau. Authorized to decide whether or not to issue burn permits for the City. Distributes petty cash funds and receipts.
8. Contributes to a positive public image for the department by responding to inquiries from the public and City staff regarding departmental policies, procedures, activities and other issues requiring an in-depth working knowledge of the ambulance billing system, and by responding to routine requests for information and complaints, and scheduling appointments.
9. This position performs notary services for the Fire Department, including notarizing ambulance riders' claim forms and forms completed by newly hired employees.
10. Responsible for calling in personnel for out-of-town ambulance transfers.
11. Performs general administrative duties for the Fire Chief and Fire Department personnel as required.
12. Assists other entities, i.e., insurance companies, news media, etc, the general public, and others by responding to requests for fire or medical information and records by phone, in person, or through written communication.
13. Prepares medical and other records for storage, microfilming and destroying according to appropriate disposal schedules.
14. Prepares and maintains accurate and complete Quarterly hospital

Utilization Reports for the hospitals, county commissioners and EMS director.

15. Organizes, assigns, and trains work study employees involved in general department clerical and secretarial activities.

NATURE AND SCOPE:

This position reports to the Fire Department's Office Manager, and provides clerical and administrative support for the Fire Department.

The position requires a background in data entry and retrieval, bookkeeping, insurance electronic billing, record keeping, filing, medical terminology and various office procedures. Work is complex, requiring interpretive judgement within prescribed standards and policies.

Some major functions of this position include accounting for EMS reports and forms and ensuring that they are properly coded and entered into the computer systems for revenue producing and collection activities. In order to provide effective service, the position must establish and maintain a positive working relationship with insurance companies, hospitals, Bannock County Commissioners, county office personnel, and the public in general.

Major challenges of the position include ensuring that information on ambulance services for entry into computer systems is complete and accurate; maintaining positive working relations with state agencies, hospitals, insurance companies and others in order to collect ambulance fees; maintaining a current knowledge of rules and regulations related to insurance claims processing, including knowledge of codes and coding procedures; developing procedures for computer entry of information and records; and collection of past due accounts.

Internal contacts include fire department staff, computer information systems and finance personnel, Bannock County Commissioners, dispatch, and legal department staff. Primary external contacts include hospitals, physicians' offices, insurance companies, collection agencies, news media, ambulance patrons, and the general public.

This position receives general direction from the Office Manager, but is free to organize daily activities, and to set up procedures and standards. This position has the authority to resolve problems referred to the EMS director, but not requiring his personal attention.

APPROVAL SIGNATURES:

EMERGENCY MEDICAL SERVICES DIRECTOR

DATE

FIRE CHIEF

DATE