



# CITY OF POCATELLO

## CLASSIFICATION SPECIFICATION

### ***Billing and Coding Clerk***

Department: Fire  
Date Established: 10/2020

Reports to: Fire Chief  
Date Revised: n/a

Pay Grade: 15x  
FLSA Status: Non-Exempt

#### **CLASSIFICATION SUMMARY**

Under the supervision of the Office Manager, the primary responsibility of the EMS Billing and Coding Clerk is to review and process patient care reports, accurately code EMS transports for billing, assist with collection efforts, and support the overall functions of the administrative office.

The job involves a variety of clerical and administrative support duties in applying existing policies and procedures to complete assignments. The job involves working with automated systems, computer records systems and/or other specialized software.

The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The job works in a general office environment with a moderate noise level.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)***

Review patient care reports and additional documentation to identify conditions treated and the services provided to each patient. Accurately code diagnoses using current Internal Classification of Disease (ICD) and accurately code services using Healthcare Common Procedure Coding System (HCPCS) for services delivered. Assures diagnoses and services are substantiated in patient care documentation.

Verifies patient demographics, insurance information, and completion of all required signatures necessary for billing. Enters patient information, diagnosis, and charges into the billing system. Contacts patients, their representative, insurance companies, and utilizes various resources to obtain missing information and assist with delinquent accounts. Receives, investigates, skip traces and updates accounts with returned mail. Documents all actions and account activity on patient account.

Answers patient inquires by phone, in person, and by mail. Explain all actions pertaining to the billing/accounting/collections processes. Establishes payment plans.

Assists with submission of claims to insurance companies and invoicing patients.

Maintains confidentiality of healthcare information in compliance with the Health Insurance Portability and Accountability Act, HIPAA.

Assists with financial accounting by preparing deposits and posting payments to patient accounts. Evaluates explanation of benefits and contractual adjustments. Posts approved adjustments to accounts pertaining to deposit.

Maintains logs and records pertaining to ambulance billing. Assists with creating and tracking log of all responses to ensure reports are complete. Scans records and attaches documentation to appropriate account.

Assists with the overall functions of the Administrative office. Cross-trained to assist customers, issue permits, collect fees, and provide general information about the Fire Department.

Other duties as assigned by the Office Manager.

### **CLASSIFICATION REQUIREMENTS**

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

#### **Knowledge of:**

- Ambulance Billing compliance and regulations;
- Medicare rules and regulation;
- Medical diagnosis codes, ICD10, HCPCS or current standard, and coding practices;
- Maintains a working knowledge of Medical Terminology and Anatomy and Physiology;
- Customer service principles and procedures;
- Operation of standard office equipment, a personal computer, and job-related software applications for word processing, spreadsheets, desktop publishing, Microsoft Suite, and other required applications.

#### **Skill and Ability to:**

- Plan, organize, prioritize multiple projects;
- Analyze and interpret complex information and data;
- Answer inquiries and provide information for the public, other city departments, businesses and private citizens;
- Operate a personal computer and job-related software applications;
- Maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, and the public;
- Ability to perform work and deal with the general public, some of whom may be frustrated or under stress, in a tactful and courteous manner;
- Ability to work with others in a helpful and professional manner to accomplish the required work;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with city policies and procedures with regard for personal safety and that of other employees and the public.

### **ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS**

- High School Diploma/GED required;
- Medical Coding certification or 3-5 years' experience in Medical coding or any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work;
- Ability to obtain Certified Ambulance Coder, CAC, certificate within 12 months;
- Strong written, verbal, and interpersonal skills are required;
- Idaho driver's license required.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

### **PHYSICAL REQUIREMENTS**

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, and work in an office environment. The job requires hand/finger dexterity to keyboard or type, handle materials, manipulate tools, and reach with hands and arms. The job requires operation of office equipment. The employee must occasionally lift and/or move up to 25 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.