



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

Medical Billing Specialist

Department: Fire
Date Established: 1988

Reports to: Office Manager
Date Revised: 10/2020

Pay Grade: 17X
FLSA Status: Non-exempt

CLASSIFICATION SUMMARY

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 billing, collection, and administrative duties. Employee performs responsible work in analyzing, controlling and recommending policy concerning problems and technical work characteristic of the ambulance procedures. Employee provides clerical and administrative support for the Fire Department.

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

Responsible for gathering information from patient care reports and other database sources. Responsible for entry and/or oversight of entry into the ambulance billing system; ensures information is complete and correct; after data entry, ensures the disbursement of invoices to patients, insurance companies, and contract payors; responsible for timely disbursement of invoices to open accounts; and ensures financial records are complete and balance against ledgers. Responsible to maintain Certified Ambulance Coder, CAC, certification.

Maintains financial system for the Ambulance Division by receipting and recording payments in the software system. Monitors receivable and payable accounts to ensure proper collection and payment of funds. Displays detailed accounting knowledge by preparing deposits, posting all insurance claim payments, insurance contractual adjustments, patient payments, and deposits correctly, as well as running charge, credit, aging, and other financial reports. Creates and provides monthly financial accounting reports to Bannock County, and the Fire Chief.

Responsible to ensure accurate coding for Emergency Medical Service's including: current ICD diagnosis, Healthcare Common Procedure Coding System, HCPCS, and response codes; ensuring correct claim submission and payment of insurance claims. Displays knowledge of all current Centers for Medicare/Medicaid Services, CMS, guidelines for claim preparation and submission, of both electronic and paper submissions. Follows up on all rejected and/ or denied claims, and filing appeals with insurance payers as necessary to ensure claim payment.

Responsible for maintenance of all records pertaining to patient accounts. Files various records and contacts hospitals, insurance companies, and patients regarding the patients' billing and insurance information. Ensures that submissions are being made to the State Emergency Medical Services Bureau to meet state guidelines and mandates. Retrieves medical information, submits to Insurance Companies and responds to record requests while ensuring HIPPA regulations are met. Is responsible for maintaining the confidentiality of ambulance records and other patient information as required by HIPPA.

Responsible for contacting ambulance patients to inform them of delinquency and determining if the delinquent account will be sent to designated collection agency. Coordinates closely with collection agencies on patients' delinquent accounts.

Responsible for routine clerical and administrative duties to support the office staff, i.e., answering customer inquiries, issuing and collecting payment for various permits for the Fire Prevention Bureau per established guidelines. Assists with the distribution of petty cash and ambulance transfer funds, maintains receipts, and ensures funds balance.

Responsible for supervisory duties in Office Manager's absence, i.e., attend meetings; ensures payroll duties and reporting requirements are performed in order to meet deadlines; financial duties including overseeing and reimbursing petty cash and ambulance transfer fund. Assists the Office Manager with other projects and responsibilities.

Maintains 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.

This position performs notary services for the Fire Department.

Responsible for in depth knowledge of ambulance billing system reports in order to respond to internal and external requests for information., i.e., other entities, 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.

Prepares medical and other records for storage and destroying according to appropriate record retention policy.

Organizes, assigns, and trains work-study employees involved in general department clerical and administrative activities.

This position receives direction from the Office Manager, but is generally free to organize daily activities. This position will recommend procedures and assist with developing standards.

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, regulations and procedures;
- Medicare rules and regulations;
- Medical diagnosis codes, ICD10, HCPCS or current standard, and coding practices;
- Maintains a working knowledge of Medical Terminology and Anatomy and Physiology;
- Bookkeeping and accounting methods;
- Principles and procedures of record keeping and reporting;
- Customer service principles and procedures;
- Modern office functions, management, processes and procedures;
- Operation of standard office equipment and a personal computer and job-related software applications for word processing, spreadsheets, desktop publishing, Microsoft Suite, and other required applications;
- Database management and analysis.

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;
- 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 or GED required;
- Clerical and/or bookkeeping experience is preferred;
- 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.

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, reach with hands and arms, and operate job-related 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.