

## **POSITION DESCRIPTION**

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**POSITION:**            **Billing and Collection Specialist**            **LICENSED:** No  
**DEPARTMENT:**    Bay Mills Health Center-Support Services    **GRADE:** 9  
**REPORTS TO:**        Business Office Manager                            **STATUS:** Non-Exempt

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### **POSITION SUMMARY:**

The Billing and Collection Specialist will be responsible for patient and third party billing for Bay Mills Health Center. The position will follow Bay Mills Health Center Policies and Procedures established for billing and collection of medical/dental services. The Specialist will work in a professional manner with staff, providers and patients. The position includes demonstrated knowledge of Medicare, FQHC, and other third party insurance payers.

### **ESSENTIAL FUNCTIONS:**

1. Verify correct coding of patient encounters to ensure prompt payment.
2. Review and input patient and insurance data, billing and payment information and take necessary actions to ensure that payment is received from third party payers, patients, or responsible parties in a timely manner.
3. Work with Reception, Medical Records, and providers in a professional manner to secure the necessary information to get claims paid.
4. Process insurance and third party claims using practice management software, internet tools and paper claims.
5. Process monthly statements to patients or responsible parties. Provide guidance for payment options and implementing payment plans.
6. Consult with patients and third party payers about disputed claims and resolve according to established policies and procedures.
7. Review front end edits and rejection reports, make corrections and resubmit claims within established timelines. Review remittance advices and explanations of benefits to determine appropriate payment and resubmit claims or submit adjustments to insurance companies and follow up to ensure correct payment. Follow up on denials and rejections from third parties to ensure correct payment of submitted claims.
8. Based on monthly aging reports, follow up with patients and insurance companies on open accounts to determine why claims have not been paid to ensure that no accounts are outstanding beyond acceptable guidelines. Follow up on delinquent patient accounts, taking collection action according to Health Center Policies and Procedures.
9. Provide monthly and periodic reports to providers and management regarding the status of accounts.
10. Create past due and final letters in accordance with health center collection policies.
11. Verify insurance eligibility and provide receptionist with co-pay and balance details daily.

12. Promptly file and store documents and resources in a timely and organized manner so that they may be retrieved with ease.
13. Maintain and understand current CPT, ICD-10, and HCPCS code sets.
14. Stay current with third party payer guidelines and billing requirements.
15. Work in conjunction with health center staff to assure knowledge of new services, new medications, and new equipment usage.
16. Submit claims for the Maternal Infant Health Program and Bay Mills Safety program-submitting claims/audits/insurance verification.
17. Follows HIPAA guidelines in handling patient information.
18. Attend all mandatory trainings offered through Human Resources Department and/or Department Director.
19. Other duties may be assigned within the scope and complexity of this position's essential functions.

**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is regularly required to sit, stand and walk. The employee may occasionally travel to meetings or trainings. The employee may/must occasionally lift and/or move up to 5 - 10 pounds.

**POSITION REQUIREMENTS:**

1. Associates degree in Health Information Management or Medical Billing/Coding Degree required. However, willing to consider applicants lacking an Associate's Degree if candidate has 3-5 years' experience in medical field.
2. Two years of experience and/or education in medical/dental accounts receivable and billing is required.
3. Understanding of medical UB-04 and CMS-1500 standards is required.
4. Working knowledge of ICD-10, CPT, and HCPCS is required
5. Coding/Billing Certification (CPC, CCS, COC, CPB, and RHIT) is desired. If not certified, must be willing to complete certification within six (6) months from date of hire.
6. Demonstrated knowledge of computerized billing software and EHR systems and medical/dental terminology is required.
7. Must have strong communication skills and interpersonal skills. Excellent and stable employment history is required.
8. Must successfully pass all criminal background checks including a pre-hire drug screen.
9. Must have excellent past work history and excellent attendance record as demonstrated through references.
10. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.

**PREFERENCE:** Preference will be given to those of Native American descent.

**CLOSING DATE:** Open Until Filled

**APPLY TO:** Please email application and resume to Erin Forrester, HR Generalist at  
eforrester@baymills.org  
Subject: Billing and Collection Specialist

\*Applications can be found at [www.baymills.org](http://www.baymills.org) under “employment opportunities”