

Job Title: Patient Financial Services, Billing Specialist
Department: Business Office
Classification: Non-Exempt
Reports to: 1. Business Office Manager
2. VP Revenue Cycle Services

Summary

Under the general direction of the Business Office Manager, the PFS Billing Specialist performs a variety of duties necessary for patient account billing as well as clerical support to the department.

Essential Functions

- Prepares and submits clean claims to various insurance companies either electronically or by paper in a timely manner.
- Responds to telephone calls and messages from patients, insurance companies and staff courteously and promptly with an emphasis on effective resolution.
- Reviews patient account documentation for accuracy and completeness.
- Performs collection activities as needed for delinquent patient accounts in accordance with the approved procedures, including contacting patients by phone, correcting and resubmitting claims to third party payers.
- Verifies accuracy of payments and other information and requests refunds if necessary.
- Demonstrates knowledge of organizational policies regarding allowed charges and how to appropriately record accounts/codes against which fees may be charged.
- Generates special reports or other output as needed.
- Demonstrates knowledge of various insurance programs regarding covered and non-covered services.
- Notifies administrative personnel of important situations or problems in a timely manner.
- Routinely performs established billing follow-up procedures documenting actions through the process.
- Identifies and corrects billing information as required.
- Reviews aging reports on a regular basis to identify outstanding balances.
- Ensures compliance in all regulatory areas.
- Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations.
- Performs other job related duties as required.

Education/Experience

- High School Diploma or equivalent
- At least one year recent (within the past 3 years) experience in medical billing; preferably in the acute care facility setting.
- Knowledge of computer programs and familiarity with Microsoft applications (including but not limited to Word and Excel).
- Knowledge of business office procedures.
- Knowledge of basic medical coding and third-party operating procedures and practices.
- Knowledge of various payer groups.
- Ability to operate a computer and basic office equipment.
- Ability to operate a multi-line telephone system.

- Skill in answering a telephone in a pleasant and helpful manner.
- Ability to read, understand and follow oral and written instructions.
- Ability to establish and maintain effective working relationships with patients, employees and the public.
- Must be well organized and detail-oriented.
- Ability to work in high production environment.
- Position requires excellent customer service.
- Position requires attention to detail and ability to work in a fast paced team environment.
- Strong verbal and written communication skills.
- This role requires extensive computer use.
- General knowledge of internet navigation and research, email, fax transmission, scanning and copy equipment.

Knowledge, Skills and Abilities

- **Required to maintain absolute confidentiality of patient care, patient accounts and hospital related matters**
- **Required to abide by, and comply with, the provisions of the TAH Corporate Compliance Policy**
- Required to utilize positive Guest Relations principles in all interactions with patients, families, peers, third party payers and all members of the healthcare team
- Knowledge of basic office equipment such as copier, scanner, and fax machine, etc.
- Excellent communication, interpersonal and organizational skills
- Ability to communicate with all members of the health care team
- Ability to multi-task and prioritize assignments
- Strong attention to detail and demonstrated ability to use sound judgment in decision making

Work Environment

Work is performed primarily indoors in a generally pleasant work area. Physical demands include: Constant keyboarding; Frequent handling, fine manipulation, grasping, and feeling; Occasional lifting/carrying up to 20 pounds, pushing/pulling up to 10 pounds and bending and stooping.

Positions Supervised

None