



Job Title: BILLING COORDINATOR

Department/Office: DHHS / Transportation

Reports to Whom: Manager

Salary / Hourly Range: 28

Job Classification Code: 8810

Level of Background Check: 1B

Status: NON-EXEMPT

Driving Required: Yes, As Required

PD Revised: 03/20/2015

JOB DESCRIPTION:

This position is responsible for billing Non-Emergency Medical Transportation services efficiently and accurately through third party billing and other insurances into an established database. Other performance entails administrative and office management duties.

KEY DUTIES AND RESPONSIBILITIES:

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Daily posting of health transport service charges to client accounts per pay classification (i.e. Medicare/Medicaid and other health insurance carriers); preparing billing adjustments and/or rebilling; preparing, completing and analyzing daily productivity reports; compile, tabulate and retrieve data and/or statistics for policies, project reports, special projects and office operations.
2. Tracks required documents, tracking and resubmit denied claims and makes adjustments as required
3. Entering on a timely basis all charges, payments, credits and adjustments by pay classification into database.
4. Keeps current in changes for third party billing, Medicare and Medicaid regulations; filters personnel changes to appropriate personnel for adherence to all applicable state regulations and billing purposes. Provide feedback to the clinical staff on coding issues and review denials and correct if necessary. Work closely with staff to ensure all requirement documentations are clearly identified in client records. Provide technical assistance as a resource for staff that has questions about coding principles.
5. Oversees and ensures the preparation of and training staff on Third Party Billing based on formulations and requirements by all Third Party Billing organizations, AHCCCS and other service reporting instruction codes. Analyze and review client medical records for completeness; accuracy and eligibility of document according to specified standards and determine appropriate steps to follow. Note record deficiencies, assign to the responsible staff and follow up to ensure deadline compliance. Make recommendations to improve quality of collections procedures.
6. Responsible for collecting and compiling revenue amounts from AHCCCS 3rd party billing and other insurance payments. Maintains an accurate balance sheet of all payments record/receipts in agreement with the Tribes system.
7. Work closely with Finance to monitor reimbursement funds that are received for transport services of clients.
8. Review client transport schedule to ensure accuracy and completeness prior to performing charge entry transaction; take necessary action to correct discrepancies in transport services by contacting assigned transport driver, staff and/or client.
9. Assists in preparing annual program budget by gathering pertinent information establishes an efficient and effective records management system for easy retrieval; maintains strict confidential and sensitive information/data in accordance with established policies and regulations.
10. Provides monthly revenue project reports to supervisor and staff including program reports regarding billing activity.
11. Assist with enrollment of clients for services provided under the Department.
12. Performs other duties as assigned or authorized to achieve program goals and objectives

PERSONAL CONTACTS:

Contacts are with employees within/outside the immediate work area, supervisor, personnel, insurance agencies and/or health facilities. The purpose of these contacts is to exchange factual information, coordinate work efforts and establish a network of services.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:

The work is both sedentary and physical and is performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms, working around office machines and equipment and in the various program setting. Physical efforts and exertion is required when presenting physical activities/functions. The incumbent is expected to maintain a flexible work schedule to meet the demands of the position working evenings. Some travel on and off the Hopi Reservation is required.

MINIMUM QUALIFICATIONS:

1. **Required Education, Training and Experience:**

A. Education: Associates Degree in Accounting or Business or Medical Billing certificate;

AND

B. Experience: Two (2) years responsible medical/third party billing work experience, which includes data entry, budget management and medical insurance terminology;

OR

A. Any equivalent combination of Education, Training and Experience determines to be acceptable by the Office of Human Resources.

2. **Required Knowledge, Skills, and Abilities:**

A. Knowledge:

- Knowledge of records management practices
- Knowledge of office management principals, practices and methods
- Knowledge of customer service principles and practices
- Knowledge of modern office equipment/machines and applicable software
- Knowledge of medical insurance terminology

B. Skills:

- Skills in verbal and written communications;
- Skills in effective records management
- Skills in compiling, tabulating and retrieving data
- Skills in prioritizing multiple tasks/projects
- Effective professional customer service
- Skills in data entry

C. Abilities:

- Ability to perform medical billing and office management work
- Ability to work independently and exercise sound judgment
- Ability to maintain strict confidentiality of client information
- Ability to follow verbal and written instructions
- Ability to establish and maintain positive professional effective working relationships with others
- Ability to perform assigned duties as outlined to meet program goals/objectives

NECESSARY SPECIAL REQUIREMENTS:

1. Must complete & pass the pre-employment screening in accordance with Hopi Tribal Policy.
2. Must possess a valid Arizona driver's license and satisfactorily pass the Hopi Tribe's Defensive Driving Course.