



BILLING COORDINATOR
Hopi Medical Transportation Program
Department of Health and Human Services

Reports To: MANAGER
Salary/Hourly Range: 37
FLSA Status NON-EXEMPT; FULL-TIME
VALID DRIVER'S LICENSE REQUIRED

INTRODUCTION

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. Assist with enrollment of clients for services provided under the Department.
9. Assists in preparing annual program budget by gathering pertinent information establishes and efficient and effective records management system for easy retrieval; maintains strict confidential and sensitive information/data in accordance with established policies and regulations.
10. Prepare and submit office budgets, modifications/amendments and required office/project reports. Provides monthly revenue project reports to manager and staff including program reports regarding billing activity
11. Attend office/project meetings with Manager or when Manager is not present.
12. Act as Manager when Manager is not present, provide instruction and training regarding work assignments.

13. May serve as a representative of the Manager when in contact with other employees, officials, outside agency representatives and the general public.
14. Also performs client transport duties as a back-up driver when needed.
15. Support and provide assistance to Department Mission and Vision.
16. Performs other duties as assigned or authorized to achieve program goals and objectives.

PERSONAL CONTACTS

Contacts are with employees within and 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 & ENVIROMENTAL FACTORS

Work is performed in a standard office environment requiring normal safety precautions typical of office and meeting rooms and working with office machines and equipment. The incumbent will be required to maintain a flexible schedule to meet the needs of the program. Extensive travel on and off reservation is required.

MINIMUM QUALIFICATIONS:

Education: Associate Degree in Accounting; Business or Medical Billing certificate;

AND

Experience: Three (3) year's work experience in medical/third party billing which includes data entry, Budget Management and medical insurance terminology;

OR

Equivalent combination of Education, Training and Experience which demonstrates the ability to perform the duties.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of office management principals, practices and methods
- Knowledge of modern office equipment/machines and applicable software
- Knowledge medical insurance terminology
- Knowledge of highway and motor vehicle traffic laws and safety practices applicable to transporting passengers
- Knowledge of preventive maintenance methods and practices
- Knowledge of good customer service principles, practices and quality standards
- Skills in verbal and written communications
- Skills in effective records management
- Skills in compiling, tabulating and retrieving data
- Skills in prioritizing multiple tasks and projects
- Skills in data entry
- Skills in human and public customer service relations
- Ability to perform medical transportation billing and office management work
- Ability to work independently and exercise sound judgment
- Ability to effectively handle stress and meet the demands of the position
- Ability to maintain and safeguard client confidentiality and sensitive information
- Ability to establish and maintain a professional working relationship with others
- Performs other duties as assigned or authorized to achieve Tribal/Program goals and objectives

NECESSARY SPECIAL REQUIREMENTS

1. Must possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
2. Driving is an essential function of this position. Certification to operate a tribal vehicle for business purposes requires a valid Arizona driver's license. Incumbent must maintain a clear driving record to meet all necessary insurance requirements.
3. Must complete and pass the pre-employment screening including fingerprint and background investigation in accordance with the Hopi Tribal policy.
4. Must maintain a satisfactory motor vehicle report.
5. Must attain negative test result on mandatory and random drug & alcohol screening.
6. Must not have any felony convictions

7. Must not have been convicted of criminal misdemeanors at the local, state, or federal level within the past five (5) years of application.
8. Must complete annual immunization and physical wellness exams
9. Must possess and maintain or obtain within six (6) months of employment the following; CPR/First Aid Certification, Passenger Assistance Safety and Sensitivity (PASS) Training, Car Seat Training, Arizona Health Care Cost Containment System (AHCCCS) Non-Emergent Medical Transportation Driver Training, Health Insurance Portability and Accountability (HIPPA) Training, Food Handlers Training.

DESIRED QUALIFICATIONS

Depending upon the needs of the Hopi Tribe, some incumbents may be required to demonstrate fluency in both the Hopi and English languages as a condition of employment

REVIEWED BY: 
Department Director

DATE: 5/22/25

APPROVED BY: 
Human Resources Director

DATE: 6/10/2025