



Job Description

Center for Retina and Macular Disease

Job Title: Billing Specialist

Department: Business Office

FLSA Classification: Non-Exempt/Hourly

Job Reports To: Controller

Job Summary (Briefly describe what the position was created to accomplish.)

Responsible for the accurate and proper charge posting, billing, posting payments to patient accounts, regular review and management of aging claims and accounts receivable as well as comprehensive follow up to facilitate cash collections.

Responsibilities/Activities

- Receives payments and ensures proper posting to patient accounts
- Billing for various procedures using appropriate CPT/ ICD coding, re-bill as necessary
- Respond timely to insurance company inquiries
- Resolve patient billing questions and complaints
- Monitor open item aging to identify accounts with delinquent items requiring follow up
- Handle business office phone calls as needed
- Represent the practice in a professional manner and treat all customers , both internal and external, in a courteous manner
- Review EOBs for appropriate contractual write-offs and other adjustments
- Comply with all applicable laws and regulations including HIPPA and practice protocols
- Perform other duties of the medical practice that may be assigned

Skills

- Experience in medical billing and knowledge of CPT/ICD-10 coding
- Ability to learn Management Plus quickly and efficiently
- Ophthalmic coding specialist certification helpful, but not required
- Ability to persuade and negotiate a resolution to a patient's account balance
- Strong computer skills with a high degree of accuracy on data entry and attention to detail
- Strong verbal and written communication skills
- Maintain calm and positive attitude and maintain a professional demeanor in stressful situations. Have the ability to respond to changing workload and work environment.
- Convey both tact and diplomacy in patient, vendor and co-worker relations, displaying excellent customer service skills

- Must be able to multi-task and work in a fast paced environment.
- Must maintain patient confidentiality in accordance with clinic policy and HIPPA guidelines.
- Ability to work independently while demonstrating a good teamwork, ability to be positive, enthusiastic and helpful

Minimum Requirements:

High school diploma or GED, two years' experience in medical billing required

Essential Physical Functions:

Work may require sitting for long periods of time, stooping and bending/stretching for supplies. Requires occasional lifting of files or paper weighing up to 25 pounds. Requires manual dexterity sufficient to operate a keyboard, calculator, telephone and other office equipment. Hearing must be in normal range for telephone contacts.

Work Environment:

Work is performed in an office environment where the noise level can be moderate to loud and involves high level of contact with patients and the public via the telephone.

Reasonable accommodations may be made to enable individuals to perform the essential functions.

Equipment Used:

Multiline phone system, computer, copier/fax/printer

Additional Comments:

Please note this job description is an overview and not designed to cover all responsibilities and duties for this position. Duties, responsibilities and activities may change at any time with or without notice based on the business needs of the clinic.