



Good Samaritan Health Center of Cobb
Job Description
Billing and Insurance Coordinator

Effective Date: 01/01/2019
Review Date: 01/06/2021

Reports To: Front Office Manager

SUMMARY OF DUTIES: Responsible for planning, organizing, and controlling the day-to-day operations with financial, insurance, and billing matters for the health center.

SUPERVISION RECEIVED: Reports to Front Office Manager.

PRINCIPLE RESPONSIBILITIES:

- Can fulfill the clinic's mission to spread the love of Christ through quality healthcare to those in need while performing their job functions
- Ensures compliant quality coding and abstraction of clinical data
- Coach front office, coding staff and volunteers on coding expectations and meeting goals related to both quality and productivity
- Work with third party billing company to comply with all terms and conditions regarding billing of insurance
- Patient Insurance Eligibility Verification & Enrollment Assistance (Navigator)
- Credentialing and Privileging providers with insurance carriers
- Assists with monthly patient account maintenance regarding financial adjustments and balances
- Monitors outstanding AR for insurance accounts and timely billing
- Acts as a resource for the staff, as well as serves as a liaison in the organization to address insurance related issues or concerns
- Manages coding workflow and processes for optimal efficiency
- Manages concurrent modifications to clinical documentation in EMR to ensure accurate and reliable data collection.
- Works with Patient Financial Services and CDM team to facilitate resolution of coding/billing issues with outside referral services
- Provides support to the Operations staff in response to external audits and third party reviews.
- Responsible for the processing and updating of patient proof of income documents
- Coordinates submission of community financial assistance applications to outside organizations

- Meet with patients regarding outstanding bills for procedures ordered by Good Samaritan providers to outside referral providers
- Assist in getting all patients above 125% of FP guidelines to begin CFA process
- Assist patients in filling out and submitting CFA applications
- Make phone calls on patient's behalf regarding billing issues
- New Patient Recruitment and Registration
- Collaborate with patients' ledgers monthly adjustments, such as bad debt
- Performs other duties as assigned.

The job holder must demonstrate current competencies applicable to job position.

EDUCATION: High School Diploma/GED required. Bachelor's degree in Business Administration, Healthcare Administration or related field preferred.

EXPERIENCE: Minimum two years of professional billing experience.

KNOWLEDGE: CCS, AHIMA approved ICD-10 trainer, CPC, CCS-P, CIRCC, CPC-H, RHIA, RHIT or equivalent coding certification required. Multiple certifications preferred. Prior experience with Epic .Third Party A/R Follow-up Representative - 1349214

SKILLS: Completing collection and A/R Follow-up activities for third party payers, maintaining quality and productivity requirements as outlined in the position performance expectations and communicating these and acting as a leader towards the team.

ABILITIES:

- Ability to work effectively as team members with business and clinical staff, communicating clearly and effectively.
- Ability to plan, prioritize and complete delegated tasks.
- Ability to appropriately interact with patients, families, staff and others.
- Ability to flexibly respond to changing demands, and react calmly and effectively in emergency situations.
- Ability to demonstrate compassion and caring in dealing with others in a way that supports the Center's mission to spread the love of Christ through quality healthcare to those in need.

ENVIRONMENTAL & WORKING CONDITIONS: Combination of office work and some communication in check-out queue or exam rooms.

PHYSICAL & MENTAL DEMANDS: Must be able to exert up to 40 pounds of force occasionally and to lift 40 pounds.

- Standing: 15% of the workday
- Sitting: 70% of the workday
- Walking: 15% of the workday

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.