



Job Title: Billing Specialist

Summary of Duties: Under the guidance of the Revenue Cycle Manager the Billing Specialist is responsible for the timely and accurate submission of all service related claims for payment, posting of patient and insurance payments, and reviewing & “working” claims denials. This position will maintain close relationships with the customer representatives for third party payers and will work with various entities to ensure proper provider credentialing and enrollment.

Supervision Received: Reports to Revenue Cycle Manager

Essential Functions:

1. Review provider coding for obvious errors and submit claims for payment to insurance companies
2. Review insurance denials for needed follow up
3. Work with insurance companies, the Revenue Cycle Manager and providers to make necessary corrections and resubmit denied claims
4. Answer questions from patients, clinic staff, and insurance companies
5. Identify and resolve patient billing complaints
6. Prepare and mail patient account statements
7. Evaluate patient financial status and establish budget payment plans within given parameters
8. Follow and the report status of delinquent patient accounts
9. Performs various collection actions, including contacting patients by phone
10. Processes payments from insurance companies and posts them to patient accounts
11. Prepares ad-hoc account reports as needed
12. Maintains current knowledge of ICD10 coding standards and Medicaid/Medicare requirements
13. Conducts self in accordance with company employee manual
14. Conduct oneself with the highest level of integrity and ethics
15. Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations

Required Qualifications:

- High School Diploma
- 3 years’ experience in Medical Billing and Collections

Skills/Experience:

1. Knowledge of Allscripts highly preferred
2. Knowledge of insurance guidelines, especially Medicare and Michigan Medicaid
3. Understanding of basic medical coding



4. Ability to operate a computer and basic office equipment
5. Demonstrated customer service skills
6. Ability to read, understand, and follow oral and written instructions.
7. Ability to establish and maintain effective working relationships with patients, co-workers and the public
8. Must be well organized and detail-oriented
9. Dedicated to the MyCare mission

Environmental/Working Conditions: Normal office environment. Occasional overtime may be required.

Physical Demands: Requires sitting and standing associated with a normal office environment. Long term computer use is required with this position. Manual dexterity needed for using a calculator and computer keyboard. May require occasional lifting and moving of file boxes weighing up to 20 pounds.