

Job Title: Billing Supervisor

Summary of Duties: Responsible for directing and planning functions of billing personnel. Directs and supervises implementation of current coding procedures. In addition, collects, posts and manages account payments.

Supervision Received: Reports to Office Administrator.

Essential Functions:

1. Plans, directs and supervises coding staff to ensure timely, accurate and complete processing of billing services.
2. Continuously monitors reimbursement of selected procedures and identifies changes in reimbursement patterns. Monitors reimbursement for new procedures.
3. Keeps current with CPT-4 and ICD-9 codes and updates and effectively communicates changes to physicians, nurse practitioners and billing staff.
4. Maintains reimbursement profiles from third party payers and compares with office fees.
5. Maintains fee screens with computer system and updates staff on participating insurance company policy changes. Adds and deletes ICD-9 and CPT codes as necessary.
6. Performs various collection actions including contacting patients by phone and resubmitting claims to third party payers.
7. Processes payments from insurance companies and prepares a daily deposit.
8. Resolves patient billing complaints.
9. Answers questions from patients, staff and insurance companies.
10. Prepares accounts for the collection agencies and monitors those accounts for payments.
11. Posts monthly capitation payments from insurance companies.
12. Creates a schedule for billing department staff and processes requests for days off. Fills in for sick staff as needed.
13. Participates in educational activities. Attends monthly clerical meetings and leads billing portion.
14. Conducts self in accordance with HPA's employee manual.
15. Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations..

Education: High School Diploma or GED. Billing and medical terminology experience required. Three years experience with coding and/or reimbursement activities including supervisory experience desirable.

Skills/Experience:

1. Knowledge of computer programs.
2. Knowledge of business office procedures.
3. Knowledge of medical coding and third-party operating procedures and practices.
4. Ability to delegate workload to appropriate billing staff.

5. Ability to establish and maintain effective working relationships with patients, medical staff and others.
6. Must be well organized and detail-oriented.

Environmental/Working Conditions: Normal office environment. Occasional overtime may be required and/or hours may be shortened as business needs dictate.

Physical Demands: Requires sitting and standing associated with a normal office environment. Manual dexterity needed for using a calculator and computer keyboard.

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