

**Community Health Alliance of Pasadena (ChapCare)
Job Description**

Title:	Medical Biller
Department:	Business Office
Reports To:	Business Office Manager
Directs:	None
EEOC:	Admin Support
FLSA Status:	Non-Exempt

Summary

Under direct supervision of the Business Office Manager, Medical Biller is responsible for accurate Billing of all outpatient services, procedures, diagnoses and conditions, working from the appropriate documentation in the Electronic Medical Record, Super Bill and/or Encounter Form. Responsible for reviewing that process claims correspond to appropriate classification systems including ICD-9-CM, CPT, Healthcare Common Procedure Coding System (HCPCS) as well as other specialty systems as required by diagnostic category. All work is carried out in accordance with the rules, regulations and coding conventions of the ICD9, Centers for Medicare and Medicaid (Medi-Cal) Services (CMS), Office of Statewide Health Planning and Development (OSHPD), Governmental Contractual requirements, Third Party Insurance and CHAP coding guidelines. Biller will be responsible for payment posting, assigned collections, and face to face customer services. Manage assigned Work Edit Que's, as well as, run hard copy paper claim as necessary.

ChapCare's Expectations of all Employees

- Adheres to all ChapCare's Policies and Procedures
- Conducts self in a manner that represents ChapCare's core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with her/his immediate supervisor about Departmental and ChapCare concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

Essential Duties and Responsibilities

- Review patient chart documentation to assure correct coding and accurate billing. Process/ Enter accurate data into EPICARE Prelude Professional Billing in a timely manner.
- Submit claims, Edits errors, and trouble shoots paper and/or electronically per carrier requirements in a timely manner. Clears errors per carrier receipt and re-submit. Trouble shoot correct and re-submit any claims returned by mail/electronically.
- Assist patients by answering questions regarding individual statements.
- On a daily basis, research claims unpaid status. Trouble-shoot and corrects to reduce AR balances.
- On a daily basis work the various Work Que's (Charge Review, Claim Edit, Follow Up)
- Post payments to system associated with patients and insurance carrier's remittance.
- Prepares and Process refund to patients and insurance carriers.
- Serve as a role model and mentor to staff, developing a positive team atmosphere within the department.
- Meet or exceed customer needs in a caring, effective and efficient manner.
- Maintain levels of quality that meet or exceed customer expectations through process improvement and a team oriented approach.

- Other duties or projects as assigned.

Professional Communication

- Maintain confidentiality in matters relating to patient/family.
- Interact with patients or designated caregiver with a variety of developmental and socio-cultural backgrounds.
- Provide information to patients and families to reduce anxiety and convey an attitude of acceptance, sensitivity, and caring.
- Maintain professional relationships and convey relevant information to other members of the health care team within the facility and any applicable referral agencies.
- Initiate communication with peers about clinical priorities for care.
- Relay information appropriately over telephone, and other communication devices.
- Maintains and complies with policies and procedures for confidentiality of all patient records.
- Demonstrates knowledge of security of systems by not sharing computer logons.
- Answers the telephone promptly and identifies themselves and the department.

Corporate Compliance Accountability

- Consistently supports the precepts of corporate compliance and Principles of Responsibility by maintaining confidentiality, protecting the assets of the organization, acting with integrity, reporting observed fraud and abuse and complying with applicable state, federal and local laws and program policies and procedures.

Teamwork

- Accept assignments based on patient census, acuity, needs, and the qualifications and competencies of self and of other staff members.
- Work closely with other staff to ensure that departmental goals and objectives are met.
- Report accurately and timely to those who require information.
- Initiate problem solving and conflict resolution skills to foster effective work relationships with peers.

Professional Development

- Attend staff meeting, in-services, and continuing education.
- Assist in the development of indicators, thresholds, study models, and data collection as assigned.
- Respond to problems/opportunities to improve care/customer service.
- Support involvement in CHAP's performance improvement initiative.
- Participate in and maintain competencies required for the position and specific unit/area(s) of assignment.

Job Requirements

- HS Diploma or GED. Completion of classes in medical terminology, anatomy and physiology, ICD-9 and Current Procedural Terminology (CPT) coding conventions, and disease process from an accredited program.
- At least two (2) year billing experience in private or health care organization (preferred but required); Experience with physician or ambulatory setting coding preferred.
- Computer skills: Working knowledge of Microsoft Word and Excel.
- Able to use health related Practice Management System.
- Ability and willingness to demonstrate and maintain competency as required for job title.

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to drive to all ChapCare facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.

Acknowledgement of Receipt

I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

Employee Name

Employee Signature

Date

Employee Name:

Job Title: Medical Biller	Hrs. Worked Per Day: 8	Hrs. Worked Per Week: 40
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Activity (Hours per day)	Never 0 Hours	Occasionally Up to 3 Hours	Frequently 3-6 Hours	Constantly 6-8+ Hours
Sitting			X	
Walking			X	
Standing		X		
Bending (neck)		X		
Bending (waist)		X		
Squatting		X		
Climbing (Stairs)		X		
Kneeling		X		
Crawling	X			
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant hand R L				
Is repetitive use of hand			X	
Simple Grasping (right hand)		X		
Simple Grasping (left hand)		X		
Power Grasping (right hand)	X			
Power Grasping (left hand)	X			
Fine Manipulation (right hand)	X			
Fine Manipulation (left hand)	X			
Pushing & Pulling (right hand)		X		
Pushing & Pulling (left hand)		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Keyboarding with both hands			X	

Weight	LIFTING					CARRYING				
	Never 0 Hours	Occasionally Up to 3 Hrs.	Frequently 3-6 Hrs.	Constantly 6-8+	Height	Never 0 Hours	Occasionally Up to 3 Hrs.	Frequently 3-6 Hrs.	Constantly 6-8+	Distance
0-10 lbs				X	40"			X		25 ft_
11-25 lbs		X			40"		X			25 ft
26-50 lbs	X				_____	X				_____
51-75 lbs	X				_____	X				_____
78-100 lbs	X				_____	X				_____
100+ lbs	X				_____	X				_____

Describe the heaviest item required to carry and the distance to be carried:
A box of office supplies that can includes paper, pens, etc. for approx. 25 feet. Employees have access to utility carts to carry/transport items.

Other job requirements specific to the Job :

1. Working with Bio-hazards such as blood borne pathogens, sewage? NO YES
2. Exposure to radiation? NO YES _____
3. Other : _____

Acknowledgement of Receipt

I have reviewed the job description and the physical requirements of the position. By signing below I am affirming that I understand what the expectations of the position are and that I am able to perform all services with or without reasonable accommodations.

Employee signature: _____ Date _____