Northwest Colorado Health

Home Health and Hospice Billing Representative

General Statement of Duties:
Prepares computerized, electronic, and manual billing for all designated patient services.

Supervision Received:
Reports to the Director of Home Services.

Supervision Exercised:
None.

Essential Functions:

1. Responsible for accurately preparing client bills on agency systems and sending to applicable payor.
   - Audits patient charts when necessary for accurate bills.
   - Reviews to insure accuracy prior to transmitting.
   - Prints hard copies of all electronic billings.
   - Researches client file for details pertaining to billing.
   - Responds to client inquiries about account and statements.

2. Responsible for billing all non-computerized bills to all other payors.
   - Produces bills monthly, in accurate and timely manner.
   - Verifies bills prior to mailing.
   - Prints, saves, or copies final bills.

3. Performs collection activities and follow-up for all insurance bills.
   - Systematically contacts delinquent accounts, by phone or by mail, making payment arrangements as authorized.
   - Documents contacts with clients and insurance companies regarding delinquent accounts.
   - Advises supervisor of problem collection efforts, and/or claim denials.

4. Manages certain aspects of the accounts receivable system.
   - Inputs daily receipts to the accounts receivable system.
   - Enters corrections to the accounts receivable system. Sends corrections made to the billing system to bookkeeper in a timely manner.
   - Responsible for distribution of A/R reports as requested.

This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

Education:
Graduate from high school or equivalent.

Experience:
Minimum of one year computerized billing experience in health care or medical setting required. One year accounts receivable experience preferred.

Requirements:
1. If car is used, must provide proof of adequate insurance coverage totaling at least $300,000 and valid Colorado driver's license.
2. TB test upon hire and then annual screening thereafter.

Skills:
1. Uses computer and network system when applicable, including word processing and data base programs.
2. Accurately performs data entry, alpha and numeric.
3. Operates printers and other equipment secondary to computer operations, ten-key adding machine, and phone system.
4. Understands basic accounting practices.

Knowledge:
1. Knowledge of health care systems.
2. Knowledge of basic accounts receivable.

Abilities:
1. Able to figure averages and perform other mathematical information accurately.
2. Uses appropriate customer service skills when obtaining information internally or externally.
3. Reviews entries for accuracy or omissions.
4. Able to write and speak via telephone effectively to clients and insurance company claims representatives regarding status of account balances, encouraging clients to pay bill.

Equipment:
1. Daily use of telephone, copier, fax machine, and other office equipment.
2. Computer input, primarily numeric, approximately 3-8 hours per day.

Working Conditions:
1. Position is in a well-lighted, accessible office environment, and involves sitting approximately 90% of the day, walking or standing the remainder.
2. This position meets the criteria for Category 3 of OSHA's guidelines for exposure to biohazards.

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

I, _____ acknowledge that on this date, I have received the following job description for my present position.

Signature of Employee: _____

Date: _____