

JOB DESCRIPTION	
Job Title:	Billing and Collections Specialists
Department:	
Reports To:	Billing Manager

Position Summary

The Medical Billing and Insurance AR Specialist reports to the Billing Manager and is responsible for insurance claim clarification, accounts receivable follow-up, and payment posting. The role serves as a liaison between the billing department and providers, handling billing inquiries and claim corrections. The specialist ensures accurate coding compliance for all procedures and contributes to reducing AR through diligent follow-up on outstanding claims. Other duties include processing refunds, handling patient insurance information updates, and assisting in the development of training programs for the billing team.

Essential Competencies & Responsibilities

1. Philosophy
 - a) Supports the facility's ideology, mission, goals, and objectives
 - b) Performs in accordance with the facility's policies and procedures
 - c) Follows the facility's standards for ethical business conduct
 - d) Conducts self as a positive role model and team member
 - e) Recognizes patients' rights and responsibilities and supports them in performance of job duties
 - f) Respects patients' rights to privacy, dignity, and confidentiality
 - g) Actively participates in facility committees, meetings, in-services, and activities.
 - h) Demonstrates flexibility to perform other duties as assigned
2. Communication
 - a) Communicates effectively and professionally with patients, visitors, physicians, and coworkers
 - b) Interacts with others in a positive, respectful, and considerate manner
3. Financial Practices
 - a) Uses facility resources appropriately and avoids wasteful practices
 - b) Maintains operations by following policies and procedures; reporting needed changes and wasteful practices

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

- c) Analyzes work area and makes recommendations for potential cost-effective improvement

4. Compliance Program

- a) Contributes to the progress and development of the organization's adopted compliance program
- b) Ensures compliance with private payor, workers compensation and government regulations.
- c) Ensures compliance of the clinic with State and Federal regulations such as HIPAA, OSHA regulations.
- d) Ensures that records are stored securely and handled in compliance with HIPAA privacy and security regulations, if applicable.
- e) Arranges staff training for HIPAA, OSHA and risk seminars in conjunction with Human Resources.

5. Safety/Risk-Management Program

- a) Adheres to safety policies and procedures in performing job duties and responsibilities
- b) Maintains responsibility for safe work area by reporting to safety officer or designee observed or suspected safety violations, hazards, and policy/procedure noncompliance
- c) Responds to emergency situations with competence and composure
- d) Reports observed or suspected medical emergencies, notifies appropriate personnel, and responds appropriately
- e) Identifies facility emergency situations (e.g., fire, disaster) and notifies appropriate personnel and external agencies

6. Professional Competence

- a) Participates in continuing education and other learning experiences
- b) Shares knowledge gained in continuing education with staff
- c) Maintains membership in relevant professional organizations
- d) Seeks new learning experiences by accepting challenging opportunities and responsibilities
- e) Welcomes suggestions and recommendations

7. Duties/ Responsibilities

- a) Follow up on insurance claims and accounts receivable to ensure timely payment.
- b) Liaise with billing department and providers to resolve billing issues.
- c) Ensure accurate coding and compliance with regulations.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

- d) Resolve discrepancies in insurance payments and posting errors.
- e) Process refund requests and update patient insurance information.
- f) Document insurance and patient correspondence and assist with billing team training.

Qualifications

- **Education:** High school diploma or GED and 1 year of related experience in medical billing or collections.
- **Experience:** Preferred experience in medical billing, financial accounting, or healthcare office settings.
- **Skills:** Basic knowledge of Microsoft Office (Word, Excel, Outlook), ability to navigate EMR systems and payer portals, and strong written and verbal communication skills. Spanish language skills are a plus.
- **Math & Reasoning:** Basic math skills (addition, subtraction, multiplication, percentages) and the ability to solve problems with standardized instructions.

Knowledge, Skills, Abilities

- Language Ability: Able to read and comprehend simple instructions, short correspondence or memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Spanish speaking is preferred, but not required.
- Math Ability: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute ratios, rate and percent and to draw and interpret bar graphs.
- Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Computer Skills: Basic computer skill and operational knowledge are preferred.
- Certificates and Licenses: CPC or other coding certification preferred.
- Personal Skills: Multi-tasking, Flexibility, Telephone Skills, Customer Service, Time Management, Organization, Attention to Detail, Scheduling, Word Processing,

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.



- Professionalism, Quality Focus. The ability to work well under pressure and an awareness and understanding of other cultures are also important.
- Supervisory Responsibilities: There are no supervisory responsibilities for this position.

The job duties listed in this job description may not be inclusive of all requirements of this position. Other duties may be assigned by your supervisor through a written request.

All positions with ADVANCED ORTHOPAEDICS AND SPORTS MEDICINE are to use due care in the use and communication of patients' protected health information. It is every employee's principal job function to ensure patient confidentiality and failure to maintain confidentiality may, and will, result in sanction and/or discharge.

Work Environment

- Noise Level: Moderate
- Traveling: None
- Physical Demands: Walks throughout the clinic. Employee is required to sit, talk, or hear frequently. Lifts up to 40 pounds to and from all levels (floor, waist, shoulder, overhead) on an occasional basis. Carries up to 20 pounds occasionally throughout the clinic.
- Vision requirement: Requires ability to perform close vision, peripheral vision, ability to adjust focus and spend up to 4-5 hrs in front of a computer.

I have read the document and understand the requirements for this job description.

EMPLOYEE SIGNATURE: _____

Date: _____

Office Location: _____

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.