

**Valley AIDS Council d/b/a Westbrook Clinic
Position Description**

Job Title: Billing Clerk
FLSA Status: Non-Exempt
Approved By: Chief Executive Officer
Approval Date: 8/15/2019
Department: Finance
Reports To: Chief Financial Officer

EMPLOYEE RISK FACTOR: III

Performs tasks that do not routinely involve exposure to blood, body fluids or tissues, and are not called on to perform or assist in emergency medical care or first aid to be potentially exposed in any other way as a condition of employment.

SUMMARY:

Handles all third party billing system functions within the agency. Produces financial reports of analysis. Compiles, verifies, types and files medical records of hospital or other health care facilities by performing the following duties.

SUPERVISION RECEIVED/EXERCISED:

Works under the supervision of the Chief Financial Officer.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Full charge in development and Implementation of a third party billing system, including Medicaid, Medicare, other public insurance, private insurance carriers, and self-pay.
- Preparing such reports reflecting third party billing activity as may be required for administrative or accountability purposes by Federal, State or other regulatory or funding authorities.
- Updates client insurance information on billing/lab computer systems.
- Enters information into computer or computes amounts due.
- Posts transactions to individual's accounts.
- Prepares insurance assignment form with data such as names of insurance company and policy holder, policy number, and physician diagnosis.
- Contacts insurance company to verify patient coverage and obtain information concerning extent of benefits.
- Computes total bill showing amounts to be paid by insurance company and by patient.
- Collects patient fees and records collections on patient accounts.
- Validates VAC Health Care Vouchers.
- Analyzes Lab invoice for accuracy and makes adjustments, accordingly.
- Answers patient's questions regarding statements and insurance coverage.
- Explains sliding fee scale to new patients.
- Assist in scheduling patients, as requested.
- Telephones or writes companies with unpaid insurance claims to obtain settlement of claim.
- Prepares computer file and maintains computer records of newly admitted patients.
- Compiles statistical data for management review.
- Operates computer to enter and retrieve data and type correspondence and reports.
- Demonstrates basic skills in the use of computer based Medisoft systems.
- Ability to organize and prioritize multiple work assignments to ensure completion of tasks with required time frames.

- The ability to work with diverse groups in the community.
- Maintain a flexible schedule Monday, Wednesday, Friday 8:00 a.m. - 5:00 p.m. and Tues, Thursday 11:00 - 8:00 this position may occasionally require nontraditional hours, such as evenings.
- Operates computer to enter and retrieve scheduling data.
- Initiates transportation requests as necessary for patients and coordinates request with van drivers.
- Provides information to case managers re: patient appointments as needed.
- Initiates transportation requests upon appointments (as necessary) for patients and coordinates request with Van Drivers.
- Other duties as assigned

MINIMUM QUALIFICATIONS – EDUCATION & EXPERIENCE:

Required: One year certificate from college and/or technical school and three to six months of related experience and/or training; or equivalent combination of education and experience.

Preferred: Experience with medical terminology, CPT codes, medical claims process including denials, appeals, and insurance verification.

MINIMUM QUALIFICATIONS – KNOWLEDGE, SKILLS & ABILITIES:

A responsible and mature individual with a passion for medicine. Working knowledge of Microsoft Office, specifically Outlook, Word & Excel. Must be able to work under conditions of constant interruption and be able to stay on task.

Ability to participate effectively as a team member. Willingness to work a flexible schedule when circumstances necessitate. Knowledge of primary care and HIV medicine. Commitment to team approach to patient services. Commitment to patient education. Commitment to the purpose and goals of Westbrook Clinic and agreement with Westbrook Clinic’s philosophy.

Ability to speak fluent English; ability to handwrite legibly; ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization; ability to add, subtract, multiply, and divide, in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs; 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.

SPECIAL REQUIREMENTS/QUALIFICATIONS:

State of Texas Class “C” Driver’s License. Employee must maintain all certifications, licenses and/or registrations consistent with Westbrook Clinic policy and Texas State Law.

Ability to communicate fluently in Spanish.

Flexibility to travel, if needed.

EQUIPMENT USED:

Requires frequent use of personal computer, including word processing and spreadsheet programs; telephone, copy machine, fax machine, and automotive vehicle.

PHYSICAL DEMANDS:

A constitution to work under the rigors of delivering medical care. While performing the duties of this job, the employee is frequently required to sit for extended periods of time. The employee must occasionally lift and/or move up to 35 pounds. Vision corrected in normal range and hearing corrected in normal range.

WORKING CONDITIONS:

Work is predominantly performed in an office setting where the noise level is usually quiet.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Valley AIDS Council d/b/a Westbrook Clinic is an Equal Opportunity/Affirmative Action employer, welcomes individuals from diverse backgrounds and perspectives, and believes that an inclusive and respectful environment enriches the Agency community and the employment experience of its members. Valley AIDS Council d/b/a Westbrook Clinic prohibits discrimination against individuals on the basis of race, color, national origin, religion, sex, sexual orientation, disability, age, status as a veteran or special disabled veteran, gender identity or expression, genetic information, pregnancy, childbirth or related medical conditions and any other prohibited characteristic. Please visit our website to view all Agency Policies and Workplace Postings.

Background investigations and a drug screen are required for all new hires as a condition of employment, after the job offer is made. Employment will be contingent upon Valley AIDS Council d/b/a Westbrook Clinic's acceptance of the results of the background investigation and drug screen.

Employment with Valley AIDS Council d/b/a Westbrook Clinic will require training which may include but not limited to explicit training/discussion regarding sex and sexuality. This position may also encounter such explicit language when dealing with clients and targeted populations.

This job description has been discussed with me by my supervisor. I agree to perform these duties to the best of my abilities, and I understand that my duties may not be limited to those described above.

_____	_____
Employee Signature	Date
_____	_____
Supervisor Signature	Date
_____	_____
HR Director Signature	Date
_____	_____
CEO/Executive Director Signature	Date