



HOSPITAL BILLING & INSURANCE CLERK

DEPARTMENT: BUSINESS OFFICE

REPORTS TO: BUSINESS OFFICE MANAGER

FLSA STATUS: NON EXEMPT

SUMMARY: Responsible for submitting bills to insurance companies. Ensures follow-up with regard to insurance payments.

QUALIFICATIONS:

- Computer experience with close attention to detail and accuracy, medical and coding background is beneficial.
- Secretarial training, bookkeeping skills, insurance claims and medical background preferred.
- Good telephone and personal communication skills preferred.
- Must meet physical requirements of job.
- Must be friendly, courteous, responsible, and well groomed.
- Must adhere to HIPAA confidentiality standards.

DUTIES AND RESPONSIBILITIES:

- Produce and transmit insurance claims.
- File Medicare supplemental claims.
- File claims to MA after Medicare and insurance has paid.
- Answer Medicare claim development letters.
- Correct EMC edit errors.
- Follow-up on MA rejects codes.
- Obtain EOBs to send MA crossovers claims.
- Work closely with other billers to keep current on rule changes, etc.
- Answer questions and explain insurance benefits to patients and to their families.
- Assist Collections Clerk with any questions regarding patient accounts.
- Assist staff with office equipment as needed.
- Maintain and update insurance information in the system.
- Follow-up on insurance claims to keep accounts current.
- Produce, edit, file, and process claims to insurance carriers.
- Complete worker's compensation claims and follow-up collection procedures.
- Follow-up monthly ATB reports that show delinquent balances.
- Other duties as assigned by CFO or Office Manager.

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PERFORMANCE STANDARDS:

- Provide a favorable first impression to the patients and support the quality of medical care by assisting staff and patients.
- Must promote a positive image to employees, patients and the community.
- Be tactful, courteous and supportive at all times.
- Assure insurance pending accounts are monitored for payment and follow through.
- Follow up on unpaid claims.
- Regular attendance is necessary for continued employment.

OTHER:

This job description is not intended to be all inclusive. This job description in no way implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or is a logical assignment to the position.