

**Islands Community Medical Services, Inc.**  
**Job Description**

**Job Title: Billing Assistant**

**Effective Date: 05/01/2018**

**Employee Name:**

**Direct Report: Director of Operations**

**POSITION SUMMARY:**

The Billing Assistant is responsible for reviewing charge entries, processing of claims, posting accounts receivable and maintaining patient accounts.

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**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Reviews charge entries for office visits, run missing charge report daily; scrubs charges daily prior to claim submission.
2. Downloads EFT payments from insurance carriers.
3. Ensures posting of patient and insurance payments; follows up on open Insurance claims; works insurance denials after posting of insurance payments.; runs/works claim on hold report; sends electronic insurance claims daily and paper insurance claims weekly; works claims denied by clearing house daily; refunds patient and insurance credit balances.
4. Assists patients with statement/account issues; assists patients with Sliding Scale applications and questions.
5. Works follow-up Billing tasks in NextGen.
6. Monthly Reconciliation
7. Sends Patient Statements weekly.
8. Processes returned mail.
9. Maintains up to date knowledge of CPT and ICD-10.

**NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Performs other duties as assigned.
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**COMPETENCIES:**

1. Good organizational skills to handle multiple priorities while remaining professional and calm.
  2. Ability to work with many diverse people.
  3. Effective telephone skills.
  4. Strong level of confidentiality due to the sensitivity of materials and information handled.
  5. Must able to make suggestions on workflow or system efficiency and effectiveness.
  6. Ability to work independently and be self directed and flexible.
  7. Ability to prioritize.
  8. Ability to perform functions with minimal supervision.
  9. Ability to work at a high-volume level of accuracy.
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**GENERAL EXPECTATIONS:**

1. Be committed to the mission of ICMS.
2. Behave in a professional manner and consistently demonstrate and promote the values of respect, honesty, and dignity for the patient, families, and all members of the healthcare team.
3. Committed to the constant pursuit of excellence and teamwork in improving the care of the patient and families of ICMS and the Patient Centered Medical Home Neighborhood.
4. Be punctual for scheduled work and use time appropriately.

5. Perform duties in a conscientious, cooperative manner.
6. Perform required amount of work in a timely fashion with a minimum of errors.
7. Be neat and maintain a professional appearance.
8. Maintain confidentiality and protect the Practice by abiding by laws and principles related to confidentiality; keep information concerning Practice Operations, patients and employees confidential.
9. This position requires compliance with Health Center's compliance standards, including its Standards of Conduct, Compliance Program, and policies and procedures. Such compliance will be an element considered as part of the Clerical Data Entry Specialist's regular performance evaluation.

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**PHYSICAL REQUIREMENTS:**

*The physical requirements described here are representative of those that must be met by the Incumbent 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 is regularly required to sit and operate a standard computer keyboard and mouse for prolonged periods of time, as well as talk and hear. The employee is occasionally required to stand and walk. The employee may occasionally lift and/or move up to 10 pounds. Vision requirements include: close vision, distance vision, depth perception, and the ability to adjust focus; position involves reading multiple handwriting styles.

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**WORK ENVIRONMENT:**

*The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed primarily in a busy medical office setting with frequent deadlines; noise level is quiet to moderate. This position requires long periods of VDT exposure with proper office ergonomic mechanics. Work may be repetitive and should employee should alternate tasks to avoid injury.

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**QUALIFICATIONS NEEDED FOR POSITION:**

**Experience and Skill Requirements:** The following experience and skills are considered essential:

- Three to five years of experience in medical office setting.
- Experience with ICD9 and CPT coding.
- Good organizational skills to handle multiple priorities while remaining professional and calm.
- Ability to work with many diverse people.
- Effective telephone skills.
- Strong level of confidentiality due to the sensitivity of materials and information handled.
- Must able to make suggestions on workflow or system efficiency and effectiveness.
- Ability to work independently and be self-directed and flexible.
- Ability to prioritize.
- Ability to perform functions with minimal supervision.
- Ability to work at a high-volume level of accuracy.

**Education Requirements:** The following education requirements are considered essential:

- High school diploma or equivalent required; an Associate's Degree in a related field preferred.
- Certified Professional Coder appreciated

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\*\* All requirements and skills are considered to be essential, unless otherwise indicated. \*\*



External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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Employee Signature

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Date

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Supervisor Signature

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Date

