



JOB DESCRIPTION

JOB TITLE: Billing and Coding Specialist

EXEMPT: No

REPORTS TO: Medical Billing Manager

JOB SUMMARY: The Billing and Coding Specialist is accountable for understanding and coding all office visits, and procedures/surgery within regulatory mandates. This position is responsible for reviewing and allocating the appropriate payments per payor contract and make necessary adjustment to patient accounts; follow-up on outstanding insurance claims, submit appeals, verifying and notifying patients of any outstanding deductible and co-insurance amounts prior to upcoming office visit or procedure/surgery; perform miscellaneous office duties as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following as well as other duties and responsibilities that may be assigned:

- Assures accuracy of all CPT, ICD and HCPCS coding
- Demonstrates expert job knowledge and apply current coding and billing regulations, policies, and procedures
- Maintains knowledge of and complies with established policies and procedures including government, insurance and third-party payor regulations
- Reviews insurance EOBs/ERAs to verify proper adjudication and payment of claims
- Responds to insurance correspondence and improper denials of claims. Initiates and answers pertinent correspondence. Prepares and writes insurance appeal letters
- Reviews current status of patient accounts to identify and resolve coding, billing and processing problems in a timely manner
- Accountable for reviewing daily schedules for estimates and authorizations
- Responsible for billing and tracking of global bundled payments
- Assist with the billing and tracking of payments for depositions, legal proceedings, etc.
- Enter/update patient demographics and insurance information if necessary for upcoming office visits, or procedures/surgeries
- Verifies patient eligibility and benefits for upfront collection on unmet deductibles and co-insurance
- Responsible for reviewing operative reports within three business days of procedure/surgery and ensuring appropriate CPT, HCPCS, modifiers and ICD-10 codes are assigned. Work with the Medical Billing Manager and physician as needed
- Enter charges accurately according to insurance payors/contracts
- Responsible for submitting clean claims by attaching necessary documentation for payment
- Follow-up on all claims within 30 days and appeal any denials as needed using various systems, i.e. practice management and clearinghouse
- Statements to be printed and reviewed following established policy
- Track bad debt accounts and forward to collection agency monthly

- Understands and abides by billing compliance regulations to include: unbundling, payor contracts and patient confidentiality laws
- Responsible for posting insurance payments to patient accounts
- Posting all co-pays, co-insurance payments and deductibles to patient accounts
- Submit all secondary claims when necessary
- Refund any money owed to patient or insurances using the designated check request form
- Keep up to date with carrier rule changes
- Understands and remains updated with current coding and billing regulations and compliance requirements
- Other duties as assigned by the Medical Billing Manager or Practice Administrator

GENERAL RESPONSIBILITIES:

- Performs all duties and responsibilities in an efficient, team-oriented manner
- Conducts self in a manner that reflects a positive representation of the company, and encourages others to do the same
- Establishes and maintains effective channels of communication and a professional relationship with patients, physicians, co-workers, contractors and outside facilities
- Uses equipment and materials in a safe and acceptable manner, follows established safety procedures, uses appropriate safeguards and observes common sense rules of safety in all on-the-job activities
- Observes strict patient confidentiality in dealing with patients
- Accuracy and attention to detail
- Maintains required records and files
- Requires minimal supervision to accomplish the task

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

- High school diploma or general education degree (GED), two year college degree, and minimum one year work experience or training in medical insurance/healthcare billing and collections. A combination of education and experience will be considered
- Medical coding certification preferred

LANGUAGE SKILLS:

- Ability to effectively present information and respond to questions from government entities, employees, managers, physicians and the general public
- Ability to communicate effectively in writing, over the telephone, and in person with physicians, patients, insurers, colleagues and staff

MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions and decimals
- Ability to accurately calculate figures and amounts such as discounts, interest, and percentages

REASONING ABILITY:

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations
- Ability to recognize, evaluate, solve problems, and correct errors

OTHER SKILLS AND ABILITIES:

- Must be detail oriented, conscientious and able to follow through
- Ability to deal in an organized manner with problems involving multiple variables within the scope of the position
- Skill in establishing and maintaining effective working relationships with other employees, patients, organizations, and the public
- Tolerant of frequent interruptions and distractions from patients, physicians and staff
- Proficient in Microsoft Office, including Outlook, Word, and Excel
- Working knowledge of efficient filing systems, office machines and equipment

PHYSICAL DEMANDS: physical demands described here are representative of those that must be met by an employee 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 talk or hear. Employee is regularly required to sit for extended periods of time.
- Employee is regularly required to use hands and fingers for typing and filing. The employee is frequently required to reach with hands and arms and occasionally required to stand, walk, stoop, kneel, crouch or crawl.
- Employee may lift up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus

WORK ENVIRONMENT: work environment characteristics described here are representative of those an employee encounters while performing 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 sometimes works near moving mechanical parts and is occasionally exposed to the risk of electric shock
- Noise level in the work environment is moderate