



## **SUSANVILLE INDIAN RANCHERIA**

**Lassen Indian Health Center**

**795 Joaquin**

**Susanville, CA 96130**

### **POSITION ANNOUNCEMENT**

**POSITION:** Billing Clerk

**DATE OF ANNOUNCEMENT:** 08/18/2016

**CLOSING DATE:** 08/28/2016

**HOURS:** Monday –Friday, 8:00-5:00p

**SALARY:** \$12.00 - \$13.25/hr DOE

#### **GENERAL STATEMENT OF RESPONSIBILITIES:**

Responsible for assuring that all Dental/Medical patients of the Lassen Indian Health Center are registered in the patient billing and collection system in accordance with billing and collection policy for the third party resources. Responsible for collection, posting and managing account payments. Responsible for submitting claims and following up with insurance companies. Employee must work in a positive and respectful manner with coworkers.

The position requires an awareness and keen appreciate of the American Indian traditions, customs, and socioeconomic needs and the ability at all times to meet and deal effectively in contacts with Indian health organizations which requires tact, courtesy, discretion, resourcefulness and good judgment in handling functions of a sensitive nature.

#### **SPECIFIC RESPONSIBILITIES:**

1. Date entry of patient, provider, and payer type information with speed and accuracy.
2. Prepare and submit clean claims to various insurance companies either electronically or by paper.
3. Answer questions from patients, staff and insurance companies.
4. Identify and resolve patient billing complaints.
5. Post and balance payments into the Electronic Patient Management billing system.
6. Evaluate patient's financial status and establish budget payment plans.
7. Correspond with insurance companies, third party payers, and patients, collecting information, money or settling discrepancies and filing appeals.

8. Prepare, review and send patient statements.
9. Review accounts for possible assignment, make recommendations to the Billing Department Manager and prepare information for the collection agency.
10. Verification of benefits, change of guarantor, and other changes to patient accounts.
11. Responsible for billing changes for Federal and State Agencies as assigned by the Billing Department Manager/Specialist or Analyst.
12. Continue improvement of duties to streamline processing.
13. Maintain confidentiality with patient information at all times; adheres to all HIPAA guidelines/regulations.
14. Interacts with all of the above in a considerate, helpful, and courteous manner, as observed by the manager and peers.
15. Comply with all LIHC policy and procedures at all times.
16. Other duties as assigned.

**REQUIRED QUALIFICATIONS:**

1. High School Diploma/GED or equivalent
2. Demonstrates proper use of office equipment.
3. Proficient in problem resolution, detail analysis, and accuracy.
4. Ability to work as part of a professional team.
5. Maintains professional composure and confidence during stressful situations.
6. Promotes a positive and cooperative work environment by communicating problems and workflow issues with supervisors, and handling conflict in an appropriate manner.
7. Maintains an acceptable level of accuracy, thoroughness, and neatness as evidenced by audits.
8. Ability to work independently and submit weekly reports of progress to direct supervisor.
9. Ability to prioritize tasks and complete assignments in a timely manner.
10. Good communications with patience and tact.
11. Intermediate skill level of computers and Microsoft Word, Excel, and Outlook.
12. Adhere to LIHC policies at all times.

DESIRED QUALIFICATIONS:

1. Knowledge of the system, workflow dynamics, and modifications.
2. Knowledge and training in the HIPAA regulations related to patient care documentation, billing process and compliance to the regulations.
3. Knowledge of State and Federal regulations as applies to billing for Medical, Dental and Behavioral Health services.
4. Knowledge and experience with medical and dental billing CPT, ICD-9 & HCPCS codes or is willing to learn.
5. Knowledge and experience with use of Medical Modifiers.
6. Knowledge and experience with medical and/or dental terminology.
7. Knowledge and experience with ABN's and Medicare Medical Necessity including Medicare LCD's, NCD's and LMRP's.

Preference will be given to Native Americans (42 CFR 36.221)

Susanville Indian Rancheria/Lassen Indian Health Center supports a Drug-Free Workplace.