



JOB DESCRIPTION

TITLE: Biller
DEPARTMENT: Hospital Patient Financial Services (Hospital PFS)
REPORTS TO: Hospital Patient Financial Services Director
FLSA: Non-Exempt

SUMMARY OF JOB:

Prepare bills timely for payments for services performed and resolve problems from patients and/or insurance companies.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

1. Follows up on all assigned accounts within the billing systems in accordance with pre-established goals.
 - a. Initiates proactive measures that result in account resolution.
 - b. Researches and analyzes accounts and payments; reverses balances to credit or debit if charges were improperly billed or if payments were incorrect.
 - c. Ensures that all conditions for payment receipt have been satisfied, which includes but is not limited to, accurate charges and financial class, authorization/certification/information, claims address, ICD-10 and CPT-4 coding, patient insurance eligibility, patient benefit coverage, and patient responsibility
 - d. Writes appropriate notes in system for every account, including any action taken.
 - e. Meets daily and weekly productivity standards. Completes weekly indicator spreadsheets.
2. Responds timely and accurately to all incoming correspondence and inquires from payers, patients, and other appropriate parties.
 - a. Initiates contact with patient, as necessary.
 - b. Initiates recommendations and action plans for resolving accounts.
 - c. Evaluates accounts to determine any write-offs or corrections required, including duplicate charges.
 - d. Handles in a professional and confidential manner all correspondence, documentation, and files.
 - e. Attempts to locate patient/guarantor through direct contact, letter, or other means.
 - f. Receives and answers inquiries or complaints concerning self pay accounts; gathers

- information for timely resolution of issues.
- g. Speaks with patient/guarantor to find third-party sponsorship, settlement, or to begin charity process.
 - h. Prepares correspondence to patient/guarantor, as necessary.
 - i. Establishes payment arrangements according to preset guidelines.
 - j. Elevates issues, as appropriate, to the supervisor.
3. Submits claims for secondary payment. Prepares refund requests for any monies due to patient or insurance company.
 4. Reviews various reports to identify denials and edits; corrects claims, suggests action plans to eliminate these denials/edits in the future, and determines appropriateness for appeal. Prepares write-offs requests for denied claims which cannot be appealed. Investigates the possibility of Medicaid linkage.
 5. Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The 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 equivalent and one (1) year of related experience and/or training
OR
equivalent combination of education and experience.

LANGUAGE SKILLS:

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS:

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.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

INTERPERSONAL SKILLS:

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

DECISION MAKING ABILITY:

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

ANALYTICAL ABILITY:

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

COMPUTER SKILLS:

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

PHYSICAL DEMANDS:

The 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 sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The 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 is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.

Reports any conflict of interest or relationship immediately.

HIPAA:

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

Final Section I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

Employee Name & Signature

Date

Supervisor Name & Signature

Date