

## **MEDICAL ACCOUNTS RECEIVABLE, ELIGIBILITY, AND BILLING SPECIALIST - REDMOND, OREGON**

BestCare Treatment Services in Redmond, Oregon is recruiting for a Medical Accounts Receivable, Eligibility, and Billing Specialist! This position is located at our Administrative Offices in Redmond, Oregon. This is all Full-Time Regular position that includes a competitive benefits package, paid time off, NINE recognized holidays, and a retirement account option. **Starting pay for this position is \$17.00 - \$22.31 DOE.**

BestCare Treatment Services is proud to be one of the longest-term providers of alcohol & drug rehabilitation and mental health services in the Central Oregon region. We got our start in November of 1997, thanks to a partnership between Deschutes County, State of Oregon, and St. Charles Medical Center. From a modest, singular drug rehab center, we have grown to offering residential and outpatient services in four cities in addition to the only Spanish-speaking alcohol and drug rehab facility in the state. We have helped thousands of people find the help they need in a caring and collaborative environment and we remain true to our founding mission:

***To advocate and provide compassionate care in the treatment and prevention of addiction and mental illness.***

As an agency, BestCare has a family feel with a supportive staff of hard-working professionals whose compassion and dedication is unmatched in our industry. They are smart, kind, innovative and strive to offer the best services available under all circumstances. Does this sound like you? If so, we invite you to join our team by applying for this exciting position.

Located in beautiful Central Oregon, Redmond, Oregon, is home to scenic river gorges, deep desert canyons, and other delightful treasures. The community is tight-knit and is known for its livability, affordability, community spirit as it's easy access to many outdoor activities. The surrounding landscape offers gorgeous snow-capped mountain views, fresh, clean rivers and lakes and breezy high desert plains. Redmond is in close proximity to a myriad of destination locations for fun and relaxation including the breath-taking Cascade Mounts, World Famous Smith Rocks State Park, and Cove Palisades State Park on Lake Billy Chinook just to name a few.

For a video tour of Redmond and Bend, take a look at these videos:

[Visit Redmond Oregon - YouTube](#)

[The Official Bend Oregon Video by VisitBend.com - YouTube](#)

If this sounds enticing, don't wait! Apply today and join the family!

**Title:** Medical Accounts Receivable, Eligibility and Billing Specialist

**Program:** Administration

**Program Location:** Redmond, Oregon

**Immediate Supervisor:** Billing Director

**Employment Status:** Full-Time, Regular

**FLSA Classification:** Non-Exempt

**Overview:**

The Medical Accounts Receivable, Eligibility, and Billing Specialist is an integral part of the Billing/Collections Team. This individual will be a full-time goal-oriented, revenue-driven, highly accurate, and team value based AR and eligibility specialist. Primary duties include but are not limited to; Consistent follow-up on denied and unpaid claims utilizing electronic processes, filing appeals when appropriate to maximize reimbursement, and provide expertise in insurance information. Must understand fully and adhere to the BestCare Treatment Services (BCTS) Ethics Statement, best business practices, and administrative practices. Must be willing to comply with the policies and procedures of BCTS.

**Minimum Requirements:**

- A high school or equivalent diploma (Required)
- At least one year of medical accounts receivable experience with increasing responsibility (Preferred)

**Preferred Skills:**

- Demonstrated experience and knowledge of insurance guidelines including fee for service, Medicaid, and other payer requirements and systems
- Knowledge and exhibited experience with medical claims denials and appeals processes
- High degree of accuracy and attention to detail
- Effective communication abilities for phone contacts with insurance payers to resolve issues
- Customer service skills for interacting with patients regarding medical claims and payments, including communicating with patients and family members of diverse ages and backgrounds
- Strong written and verbal communication skills
- Ability to work well in a team environment. Ability to triage priorities, delegate tasks if needed, and handle conflict in a reasonable fashion
- Problem-solving skills to research and resolve discrepancies, denials, appeals, and collections
- Ability to multi-task and work courteously and respectfully with fellow employees, clients and patients
- Excellent organizational and time management skills
- Maintaining patient confidentiality as per HIPAA laws and guidelines

**Essential Duties:**

- Reviewing patient bills for accuracy and completeness, obtaining any missing information
- Following up on unpaid claims within the standard revenue cycle time-frame
- Proficient in insurance appeal process
- Checking each insurance payment for accuracy and compliance within contract guidelines
- Reading and interpreting insurance explanation of benefits
- Resolving claims denials issues
- Calling insurance companies regarding any discrepancy in payments if necessary
- Timely follow-up on insurance claim denials, exceptions, or exclusions
- Proven track record for monitoring work queues to completion
- Identifying and billing secondary and tertiary insurances
- Reviewing accounts for insurance or patient follow-up
- Researching and appealing denied claims
- Setting up patient payment plans and work collection accounts
- Ability to work in a group team environment setting
- Verifying eligibility of clients across the agency on a weekly basis
- Meet deadlines
- Perform additional duties as assigned

For individuals recovering from the disease of alcoholism and or from other drug addiction, have maintained continuous sobriety for the immediate past two years and at the time of hire.

#### **Tools and Equipment Used:**

Must have competency in using the computer for word processing, spreadsheet, database, and able to learn and use specific agency software, such as the EMR program. Must be able to operate the usual office equipment such as fax, telephone, and photocopy machine.

#### **Physical Demands:**

The physical demands described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job. While performing this job, the employee is frequently required to sit, stand, walk and use hands to handle, feel or operate objects or controls. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk and hear. The employee must occasionally lift and /or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the 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.

This position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon.

**To Apply:**

Please complete an application using the link below along with a cover letter, resume, personal email address for communications and contact information for three supervisory references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](https://bestcaretreatment.org)