**BestCare Treatment Services**

**Position Description**

**Title:** Billing Specialist I

**Program:** Administration

**Program Location:** Redmond, OR Req. travel? [ ] Yes [ X ] No

**Supervisor:** Billing Supervisor

**Employment Status:** Full-Time Regular (1.0 FTE)

**FLSA Classification:** Non-Exempt (Hourly)

**Effective Date:** August 2022



**Job Summary:** The Billing Specialist I is an integral part of the Billing/Collections Team. Responsibilities include, but not limited to, consistent follow-up on denied and unpaid claims utilizing electronic processes and filing appeals when appropriate to maximize reimbursement. Must fully understand and adhere to the BestCare Treatment Services (BCTS) Ethics Statement, best business practices, and administrative practices, as well as all other policies and procedures of BCTS.

**Essential Functions:**

1. Reviews patient bills for accuracy and completeness, obtaining any missing information
2. Follows up on unpaid claims within the standard revenue cycle timeframe
3. Codes encounters/posting payments
4. Checks each insurance payment for accuracy and compliance within contract guidelines
5. Reads and interprets insurance explanation of benefits
6. Resolves claims denial issues
7. Calls insurance companies regarding any discrepancy in payments
8. Identifies and bills secondary and tertiary insurances
9. Reviews accounts for insurance or patient follow-up
10. Verifies eligibility of clients across the agency on a weekly basis
11. Must maintain confidentiality at all times as required by HIPAA,
12. Meets deadlines
13. Performs additional duties as assigned

**Minimum Qualifications:**

**Education, Licensure and Certifications**

* High School Diploma or equivalent is required
* Associates Degree or coursework in accounting preferred
* Medical Billing Certificate a plus

**Experience**

* 1 year of customer service required
* Experience in medical insurance billing strongly preferred

**Knowledge, Skills and Abilities**

* Proficiency in use of Microsoft applications (e.g. Office 365, Excel, Word, One-Note, Teams, PowerPoint), and virtual meetings
* Strong interpersonal and communication skills and cultural sensitivity
* Ability to become proficient in understanding the insurance appeal process
* Strong organizational skills, attention to detail, and ability to perform with a high level of accuracy
* Ability to work effectively and collaboratively in a group team environment setting

**Physical Demands:** This job is primarily performed in an office, at a workstation and using a computer keyboard with displays. 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.

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

**THIS 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/Date Supervisor Signature/Date