


POSITION DESCRIPTION		
Billing Assistant – Part Time		
Salary Range: \$18 - \$20 per hour	FLSA Status: Non-Exempt	Last Revised: 04/2023

- Benefits:**
- Paid Time Off
 - Profit Sharing
 - Health Insurance
 - Employee Assistance Program
 - Vision & Dental Insurance
 - Short & Long Term Disability Insurance
 - \$100,000 Life Insurance

Reports to: Billing Manager

Shift: At least 24 hours per week, M-F

SUMMARY:

This position is primarily responsible for managing patient accounts. Duties include, but not limited to:

- Collection and verification of patient information and documents
- Verification of insurance
- Communicating with patients and payers regarding bills
- Appeal denials

KEY PERFORMANCE INDICATORS:

Assure patient records are complete and accurate:

The Billing Specialist will review paperwork submitted by EMS crews to assure that required information is present and complete. Incomplete records will be updated by requesting information/documents from hospitals or partner agencies. Along with sending PCR's back to crews when necessary.

Verify insurance coverage on all patient accounts:

Prior to generating a bill for ambulance transport, the Billing Specialist will verify insurance coverage (or lack thereof) on all patient accounts. Such verification may be completed in the billing software, CORHIO, manually by phone with the insurer, or by contacting the patient.

Appeal Denials:

The Billing Assistant will work diligently with the insurance payers on claim denials and appeal those claims within 7-10 business days.

Communicate with patients:

The Billing Specialist will respond to patient inquiries within 4 business days. The Billing Specialist will work with patients to collect payment, arrange payment plans, or complete financial hardship requests.


Maintain digital files:

The Billing Specialist shall be responsible for maintaining digital files for all patient/customer accounts.

KEY BEHAVIORAL INDICATORS:

In addition to the Key Performance Indicators, members of our team must act in a way that promotes a symbiotic work environment. Members must observe these Behavioral Indicators to remain on our team. All members of our team will adhere to our Core Values:

- **Integrity:** We will be true to our ethical and moral convictions, even when no one is watching.
- **Compassion:** We will care for our patients, partners, and each other with kindness and empathy.
- **Accountability:** We will accept responsibility for our actions and disclose the results in a transparent manner.
- **Respect:** We will acknowledge the innate value of all beings and things and treat them with due regard.
- **Excellence:** We will continually work to improve our culture and performance.

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EQUIPMENT:

A team member in this position must be able to effectively operate all types of equipment related general office operations including, but not limited to:

- Computer
- Telephone
- Copy machine
- Document scanner
- Fax machine

SUPERVISORY RESPONSIBILITIES:

The Billing Assistant has no supervisory responsibility.

QUALIFICATION REQUIREMENTS:

- Must be proficient in the use of Microsoft Excel and Word
- Knowledge of medical terminology
- Attention to detail and problem-solving skills.
- Excellent time management skills and the ability to prioritize work.
- Excellent written and verbal communication skills.
- Strong organizational skills with the ability to multi-task.
- Healthcare experience

Minimum qualifications for this position are:

- Must be at least 18 years of age
- High School diploma or GED

Post appointment education:

- Certified Ambulance Coder (CAC)

Language Skills:

Ability to speak, read, and write fluent English and communicate effectively. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to complete patient care reports.


Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to assess situations, exercise sound judgment, and take appropriate action, remaining cognizant of the company’s confidentiality requirement.

Physical Demands:

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical effort involves – for indefinite periods of time – mobility within an office environment; stooping; standing; squatting; sorting; sitting; seeing; pushing; pulling; lifting a minimum of 10 pounds; reading; decision making; reaching above shoulder level; using both hands for simple and firm grasping; clarity of hearing; communicating clearly and effectively, in person and by phone; fine finger manipulation for writing and typing on a personal computer.

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WORKING CONDITIONS:

The Billing Assistant operates in the office setting.

CONTINUING EDUCATION:

All members of the organization must continually strive to improve themselves personally and professionally. In addition to the required continuing education for certification, members are required to attend periodic company trainings and meetings. Additional training opportunities are offered, but not mandatory.

iCARE AMBULANCE LLC IS AN EQUAL OPPORTUNITY EMPLOYER

Employee Signature

Date