

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-21-80

Closing Date: 07/30/2021



POSITION TITLE: Billing Technician – Pharmacy

DEPARTMENT: Revenue Cycle

Position Summary:

Under general supervision of the Medical Billing Supervisor with indirect supervision by the Revenue Cycle Manager. The Pharmacy Billing Technician performs a combination of duties including processing claims on-line to health care insurance carriers for the cost of pharmaceuticals furnished to patients who are covered by health insurance policies and have received treatment at the facility. Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Receives the pharmacy prescription dispensing reports electronically via on-line billing system. Determines if the prescription written by the provider is billable as defined by guidelines and inputs data into system accordingly. Verifies prescription amount dispensed for reimbursement. Ensures that prescriptions dispensed are entered into the system with correct brand name or generic name.
- Requests and obtains prior authorization for various pharmaceutical products from insurance companies. Receives and completes authorization forms providing all data required and obtains signatures and returns as needed for processing of collection. Contacts the provider for additional information when prescriptions written for patients are not clear or when more details are needed to complete the process.
- Reviews patient's medical records to reconstruct incorrect or missing information required to prepare a valid insurance billing.
- Researches and follows-up on rejected claims on-line to ensure maximum reimbursement to facility. Works with various Pharmacy help desks to fix rejects within specific time frames. Utilizes telephone contacts and any steps necessary for satisfactory resolution of the claim. Documents all information in the RPMS and POS systems.
- Develops and maintains files for tracking, billing, and reimbursement. Initiates inquiries either by telephone or any variable means of written contact with insurance companies within pre-established time frames in order to determine why claims were rejected.
- Maintains and updates contracts between WIHCC and Pharmacy Insurers. Maintains records and files in accordance applicable regulations and guidelines.
- Maintains general files of directives, instructions, regulations, notices and correspondence related to Pharmacy Benefits. Ensures there is documentation of all action(s) taken for adequate audit trails. Provides documentation to the insurance companies when requested for an audit.
- Obtains medical records for new registrants and enters necessary data to identify insurance and benefits to start billing activities in the on-line billing system. Researches new insurance registrants for appointment history report to capture new and old billable visits. Calls insurance carriers to obtain overrides for old visits.
- Prevents occurrences of "orphan visits" by means of creating an administrative pharmacy billing. Participates in staff meetings and continuing education programs.
- Mentors and trains new and/or other employees. Responsible for self-education by reading all pharmacy and third party: newsletters, periodicals, updates circulated by management/payers.
- Requires completion of tasks or duties assigned by a supervisor.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCC's Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

High School Diploma or GED. One year billing experience. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability:

- Knowledge of facility's billing process, procedure and automated billing systems (RPMS packages & Point of Sale (POS) packages
- Knowledge of regulations, procedure and practices used in on-line billing and collecting claims from non-beneficiaries, Pharmacy Private Insurance, Medicare Part D, and AHCCCS.
- Knowledge and understanding of brand and generic names of drugs, pharmaceutical nomenclature, characteristics, dosage forms and use.
- Knowledge of automated supply, prime vendor, and stock management computer systems.
- Knowledge of governing laws, regulations and requirements applicable to control substances.
- Knowledge and understanding of ICD-10, CPT/HCPCS terms, National Drug Codes (NDC), National Counsel for Prescription Drug Programs (NCPDP), pharmaceuticals, medical terminology and human physiology.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to create, research follow-up on billing documentation/data for accuracy, identify errors and obtain corrections before bills are submitted to third party payers.
- Ability to comply with the Privacy Act of 1974 Health Insurance Portability Accountability Act of 1996 and WIHCC Policies and Procedures.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.