

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-21-74

Closing Date: 07/22/2021



POSITION TITLE: Billing Technician

DEPARTMENT: Revenue Cycle

Position Summary:

Under general supervision of the Medical Billing Supervisor with in-direct supervision by the Revenue Cycle Manager, the Billing Technician is responsible for third-party billing/accounts receivable management function by assuring timely and accurate submission of claims to a third party and other responsible payers. This position is accountable for pursuing all avenues of payment, which could result in the maximum reimbursement to WIHCC. Uphold 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.
- Reviews system generated reports daily to identify claims that are ready for billing.
- Prepares and submits claims to third-party payers, intermediaries or responsible parties within 48 hours; accountable for maintenance and control of unbilled claims.
- Performs error correction for all rejected/suspended claims previous submitted; follows-up on denied claims.
- Tracks exports and ensures compliance with billing guidelines.
- Tracks and reports productivity weekly for reporting measures.
- Keeps informed of changes for all payer requirements, applicable federal and state policies and regulations.
- Initiates file transfer of ANSI X12 837 exports through EDI/FTP to billable intermediaries in a timely matter.
- Serves as a contact person for any questions or problems with claims processing.
- Mentors and trains new and other employees.
- Makes decisions, devises solutions, and takes action based on program knowledge related to patient accounts.
- Resolves issues, recommend and implements a solution and revises or develops alternative methods for resolution.
- Responsible for self-education by reading all third-party newsletters, periodicals, updates circulated by management, and payers.
- Attends meetings related to Billing and Coding.
- Attends all continuing education opportunities made available.
- Completes special projects within the required time frame to ensure compatibility of project specifications.
- 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, however, some college or technical training is preferred. One year of billing experience. Two years of practical coding and billing experience in a healthcare setting preferred. Certified Professional Biller, Certified Professional Coder with American Academy of Professional Coder (AAPC) or a Certified Coding Specialist (CCS) with American Health Information Management Association (AHIMA) is preferred. A BLS certification is required. 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 the third party payer reimbursement logic and of the total billing management program.
- Knowledge of strong work ethics in the workplace.
- Knowledge of the ICD-10 and CPT/HCPCS coding terms in order to interpret and resolve problems on information derived from system monitoring reports and the hardcopy and/or electronic formats of the UB-04 and CMS-1500 forms.
- Knowledge of utilizing RPMS packages Such as: Third Party, Account Receivable, Patient Registration and PCC Data Entry
- Knowledge of Medicaid, Medicare, Private Insurance and other Third party payers
- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to work under pressure of dealing with multiple tasks, statistical reports and constant deadlines, while maintaining attention to detail and accuracy.
- Ability to comply with the Privacy Act of 1974, Health Insurance Portability Accountability Act of 1996 and the WIHCC Policy 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 sit; walk; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. 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.