



Heart of Ohio Family Health Centers Job Description Billing Supervisor

Summary: Serves as the Billing Department Supervisor for Heart of Ohio Family Health Centers Under the direction of the CFO, manages all facets of medical billing accounts receivable including: coding, billing, and collections workflow and processes. Conducts analysis of Accounts Receivables daily, weekly and monthly basis or as frequently as needed to account for all collectable revenue. Directly supervises and evaluates the associated staff and performs these functions directly. Individual will coordinate the work with Clinical Departmental Managers and Supervisors to ensure that billing and coding functions are timely and being performed accurately and in compliance with established policies and procedures. In addition, this position is also responsible for providing training and consultation to providers and billing staff to ensure medical coding is done accurately for both compliance and maximum reimbursement.

Reports to: Chief Financial Officer

Manages: Yes

Dress Requirement: Business Casual

Work Schedule:

Monday through Friday during standard business hours
Times are subject to change due to business necessity

Exempt **Non-Exempt**

Job Duties:

- ✓ Provide consistent, quality customer service
- ✓ Understands the entire medical billing process, insurance rules and regulations, and can enforce/abide by policies and procedures.
- ✓ Manages the day-to-day operations of the Finance Department's Coding/Billing Department.
- ✓ Supervises and trains Billing Department staff in specific work areas assigned.
- ✓ Provides day-to-day oversight and management of billing and coding timeliness and queue workloads
- ✓ Review the coded medical encounter forms for quality assurance, to maximize revenue capture and for compliance with state and federal laws, FQHC, Medicare, Medicaid, Managed Care Plans, County Programs and other third party insurance plans requirements.
- ✓ Serves as a trainer for the billing staff, front desk and other clinic staff in the use of billing procedures, coding guidelines, proper documentation techniques and functions.

- ✓ Advises CFO of issues affecting the efficiency of the Billing Department, such as system problems, personnel issues, equipment problems, etc. and offers suggestions to improve efficiency.
- ✓ Effectively communicates with finance department and clinical department staff to resolve questions.
- ✓ Provides concurrent coding and queue management overflow work support and performs billing and coding functions directly as needed.
- ✓ Plans, manages and implements performance management processes for all billing and coding staff directly supervised with a focus on staff development and efficiency.
- ✓ Prepares weekly and monthly operational and statistical reporting of billing operations and staff performance.
- ✓ Coordinates with the administrators and billing staff of clinical departments to insure proper charge capture mechanisms and coding, billing and claims follow-up.
- ✓ Enforces Heart of Ohio Family Health Centers policies and procedures relevant to billing, coding, and human resources for the personnel directly supervised.
- ✓ Oversees Coding and Billing educational materials and distributes to staff.
- ✓ Retrieves, reviews, and analyzes medical records and related documents for coding and billing reviews.
- ✓ Supervises coding reviews for physicians on a periodic basis as per Heart of Ohio Family Health's coding review policy.
- ✓ Drafts correspondence to appeal payment denials.
- ✓ Attends required in-service programs and participates in continuing education activities.
- ✓ Maintains confidentiality of information in accordance with Heart of Ohio Family Health's policies and procedures.
- ✓ Maintains knowledge of current professional coding certification requirements
- ✓ Assists with special billing/coding projects as assigned.
- ✓ Complies with all legal requirements and Heart of Ohio Family Health Centers policies.
- ✓ Performs all other duties as assigned.

- ✓ **Focus on Records, Statistics, and Data:**
- ✓ Consistently prepares accurate monthly statistical reports that include number of patient charges, payments, adjustments, and log.
- ✓ Trains and provides feedback to staff involved in preparation of records and transaction sheets to assure in accuracy of all such records
- ✓ Performs special data collection projects and other assignments within agreed upon timelines
- ✓ Prepares quarterly Medicare Credit Balance Report accurately and timely

- ✓ **Focus on Teamwork:**
- ✓ Various other duties as assigned by supervisor. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing.
- ✓ As a team member of Heart of Ohio Family Health Centers, the Billing Supervisor respects and protects information regarding patients and other team members and abides by the rules of the Confidentiality Protocol.
- ✓ Assists and backs-up other Billing staff as necessary.

- ✓ Participates in health center in-services, listening and respecting others' ideas.
- ✓ Abides by Rules of Confidentiality.

Job Qualifications (Experience, Knowledge, Skills and Abilities)

Associate Degree in Business and/or Health Administration

Certification in medical coding/billing

Certified Professional Coder (CPC) and Certified Coding Specialist (CCS) certification preferred.

Experience:

- ✓ 3 years supervisory experience preferred.
- ✓ Three (3) to five (5) years of progressive experience in out-patient coding and billing.
- ✓ Prior medical records review experience.
- ✓ Three (3) to five (5) years experience in supervision.
- ✓ Experience in governmental programs and other third party reimbursement guidelines.
- ✓ Federal Qualified Health Center (FQHC) Billing a plus.
- ✓ EHR; Allscripts preferred, use, training, reporting, maintaining data sets, analysis experience a plus.
- ✓ Coding/auditing review experience and/or data management responsibilities a plus.

Knowledge and Abilities:

- ✓ Ability to deal professionally, courteously, and efficiently with the public and to remain calm under stress.
- ✓ Ability to communicate effectively in English, both verbally and written form.
- ✓ Ability to work effectively, both independently and with a team.
- ✓ Ability to handle high volume of work and multi-task assignments.
- ✓ Ability to retain information and have good recall ability.
- ✓ Flexibility to adapt to new ideas and roles as they are developed.
- ✓ Ability to organize and prioritize tasks effectively.
- ✓ Ability to research and resolve problems.
- ✓ Telephone courtesy; customer-service oriented
- ✓ Working knowledge of medical billing and collections
- ✓ Knowledge of ICD-10 and CPT-4.
- ✓ Working knowledge of personal computers and business related software, preferably Windows, Word and Excel.
- ✓ Excellent oral and written skills
- ✓ Mathematical accuracy
- ✓ Medical terminology and diagnostic indexing
- ✓ Revenue billing and collection problem-solving
- ✓ Modern office practices and procedures including email
- ✓ Intermediate computer skills
- ✓ Attention to detail, perseverance, timeliness, and excellent follow-through on work tasks

- ✓ Demonstrated good problem-solving skills
- ✓ Able to handle multiple tasks simultaneously Able to quickly build and maintain rapport with patients and providers of differing backgrounds; team player

Equipment Operated:

| | | |
|---------------------|------------|------------------------------------|
| Telephone | Computer | Printer |
| Fax machine | Copier | Scanner |
| Credit card machine | Calculator | Other office equipment as assigned |

Facility Environment:

Heart of Ohio Family Health Centers operates in two locations, 882 S. Hamilton Rd, Columbus, Ohio 43213 and 2365 Innis Rd, Columbus, Ohio 43224. Both facilities are a medical office environment with reception desk area, separate patient examination rooms, pharmacy stock room, business offices, hallways and private toilet facilities. Both facilities are on the main ground floor and ADA compliant.

This position’s primary work area is the reception desk area which is shared by other co-workers with similar tasks and functions.

The reception desk area is:

- kept at a normal working temperature
- sanitized daily
- maintains standard office environment furniture with adjustable chairs
- maintains standard office equipment; ie, computer, copier, fax machine, etc. at a normal working height

Physical Demands and Requirements: these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person’s voice
- Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual

Indicate Frequency of Factors that Contribute to this Position:

| <i>Factor</i> | <i>Frequency</i> , 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed |
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| Normal, steady work pace | 2, although times may require multi-tasking |
| Randomly changing work pace | 1 |
| Fast, sometimes chaotic work pace | 2 |
| Independent decisions made without supervision | 2 |
| Exposure to trauma, grief, death, etc | 0 |
| Exposure to disease or bacteria | |
| Handles closed containers or vials of patients' bodily fluids or tissues | 0 |
| Required to wear safety clothing or equipment | 0 |
| Handles money (cash, checks or credit cards) | 2 |
| Interacts personally with public | 1 |
| Interacts with public via the telephone, letter, or other non-face-to-face measure | 2 |

I have read this job description and understand the duties and tasks I am to perform regarding my employment. I understand the responsibility that is given to me in maintaining accurate records, superior customer service, confidentiality and the confidence that is entrusted to me. I understand that failure to accurately perform the tasks in a superior manner or exercise the duties as stated above will subject me to disciplinary action, up to and/or including termination of employment. I understand that I can seek clarity of duty or responsibility at any time from the Chief Operations Officer and the Patient Reception Coordinator. I understand this job description is not a contract of employment and my employment is *at will*.

Signature

Date

Print Name