Gonzales Healthcare Systems - Job Description

Job Title: Billing Specialist I	Department: Business Office
Employee Reports To: Business Office Manager	Employee Supervises: None
Exempt/Non-exempt Status: Exempt	Employment Status: Full Time
Employee Signature: Date:	Approval: Date:

Position Summary
Performs duties pertaining to filing Commercial, Worker's Compensation and other 3rd party payers claims for payment. Works the claim denials, processes appeals and responds to correspondence from payers. Responsible for claim follow-up and working credits. Assist patients with billing issues and call other insurances if needed. Answers multi-line telephone using departmental procedures in routing and transferring calls. The ability to comprehend and follow routine written or verbal instructions or directions. OSHA Bloodborne Pathogens III.

Position Qualification	
Education & Licensure	High School diploma or equivalent preferred. No licensure required.
Experience	One year of office environment skills with knowledge of medical terminology preferred. Effective verbal and written communication skills. Familiarity with computers and ability to type. Knowledge of general clerical duties.
Physical Requirements	Prolonged periods of sitting, intermittent standing and walking. Occasional bending, stooping and reaching. Average lifting of 25# from the floor to waist, 30# from 30" high surface to surface, 10# overhead.

Technology Requirements	
GHS Information Systems	SOFTWARE: Citrix Cerner Office 365 Chrome Paragon One Content T Sprint NextGen DCS Image Link Engine Patient Folder SSI Print Agent Medex Logical Link Paragon Print Nextbar Claim Shuttle WEBSITES: Brightly Health.edu G Drive – Charity, Admissions, Business Office Share PolicyStat UKG Axia SSI

Physical Access	**AC-EVERYONE**

Section 1. Core Behaviors – All Staff	
	Organizational Commitment
1	Demonstrates a professional demeanor
2	Is committed to GHS's Mission, Vision, Values
3	Complies with Gonzales Healthcare Systems and departmental Policies
4	Demonstrates commitment to enhancing how GHS is viewed by others
5	Adheres to Attendance & Punctuality Policy
B	**Customer Orientation**
1	Advocate of the diverse needs & cultural values of ALL
2	Provides attentive service to ALL
3	Demonstrates respect, sensitivity & care in ALL
4	Protects confidentiality and privacy of ALL
5	Adheres to current GHS's Customer Service Standards
C	**Performance Focus & Self Management**
1	Organizes & prioritizes work duties
2	Works toward the continuing growth/development of staff
3	Sets & tries to surpass personal & work goals
4	Is aware of one's impact on others
5	Is flexible & adapts positively to new, different or changing situations
6	Asks questions, is informed & acts according to GHS's standards
7	Incorporates the PI plan principles into daily activities
8	Adheres to laws and regulations applicable to job function
D	**Team Orientation**
1	Acts to work cooperatively with & helps other team members
2	Participates in projects & is a good team player
3	Recognizes and acknowledges others for a job well done
4	Considers coworkers views & recommendations
5	Extends team work behaviors to ALL
E.	**Interpersonal Communications**
1	Effectively communicates with others in an effort to create mutual understanding
2	Works to find resolutions to problems
3	Encourages two way communications
4	Maintains focus on issues rather than personalities
Section 2. Department Specific Duties and Responsibilities	
A	**Essential Duties & Responsibilities**
1	Edits, processes and submits Outpatient, Inpatient, and Therapy Claims to Worker's Comp, Commercial & other 3rd party plans
2	Works the follow-up que in the hospital computer system on a daily basis for claims not paid.
3	Re-files claims as needed per denials.
4	Follow up on request from departments, giving them 1 week to respond.
5	Request diagnosis code changes and records for appeal/redetermination requests.
6	Performs follow-up action on rejections and questionnaires from workers compensation, insurance companies and other payers.

7	Responsible for working with staff and coordinate payroll deduct activities.
8	Serves as a back up to Outpatient Registration.
9	Work late charge report & 72 hour reports
10	Responsible for answering any department phones.
11	Maintains current and up-to-date on state and federal rules and regulations.
12	Processes requests for refunds daily to the appropriate third party.
13	Assists Business Office Manager as needed on assigned tasks.
14	Responsible for processing mail daily when needed.
15	Recommends improvements or changes to supervisor.
16	Balance the claim system with hospital system
B	**Infection Control Duties and Responsibilities**
1	Follows Infection Control guidelines and policies for Gonzales Healthcare Systems.
C	**Safety Duties and Responsibilities**
1	Follows Safety guidelines and polices for Gonzales Healthcare Systems.