

**FULTON COUNTY MEDICAL CENTER
POSITION DESCRIPTION**

POSITION TITLE: Billing Clerk

REPORTS TO: BUSINESS OFFICE MANAGER

REVISION DATE: June 2013

I. POSITION SUMMARY:

Responsible for the billing of Medicare, Medicaid, Blue Cross, CHAMPUS, Auto Insurance, Worker's Compensation, Commercial Insurance and Self-Pay accounts to the appropriate intermediary or third party payer. Pursues collection of accounts, handles communication correspondence and other related matters with patients and/or insurance companies. Provides efficient and effective management of patient accounts within the hospital information system.

II. EDUCATION/LICENSURE, CERTIFICATION/REGISTRATION:

- High school graduate or equivalent required. Courses in the business or clerical curriculum preferred.
- One year experience in patient accounting related to the healthcare field required.
- Must be able to use a computer efficiently in software systems to include billing, spreadsheet, word processing and Internet.
- Continuing education as appropriate for updated billing trends or techniques.
- Current American Association of Healthcare Administrative Management (AAHAM) patient account technician certificate (CPAT) preferred.

III. CUSTOMER FOCUSED EXPECTATIONS:

While performing the essential functions of this position, the staff member must strive to keep the mission, vision, and values of the Fulton County Medical Center, and be committed to the improvement and best interests of the facility and the services the Business Office provides.

IV. TYPICAL PHYSICAL DEMANDS:

The ability to lift, carry, push or pull up to 10 pounds and occasionally lift, carry, push or pull over 10 pounds. Standing and walking 10-15% of the time and sitting 85-90% of the time. Hand-eye coordination, finger dexterity, functional visual ability and depth perception. Occasional bending, twisting and reaching at/or above and below shoulder level.

V. TYPICAL MENTAL DEMANDS:

Ability to deal with pressure to meet deadlines, to be accurate, to handle constantly changing situations and to create a positive work environment. The ability to deal with a variety of people, the ability to deal with stressful situations and handle conflict. The ability to communicate verbally and in writing in a professional manner. The ability to gain new skills and knowledge necessary for the performance of essential job functions. The ability to give, receive and analyze information.

VI. WORKING CONDITIONS:

Exposure to prolonged viewing of computer/CRT display terminals, eyestrain and repetitive motions associated with keystroking. Exposure to noise distractions and unpredictable behaviors.

VII. EQUIPMENT TO BE USED:

Printer, Copy Machine, Facsimile Machine, Typewriter, Computer/CRT, Calculator/Adding Machine, Telephone System/Voicemail, Paper Folding Machine

- Mid Probation** 45 days after hire
- End Probation** 90 days after hire
- Annual**



Employee Name: <input style="width: 95%;" type="text"/>	Department: <input style="width: 95%;" type="text"/>	Current Title: <input style="width: 95%;" type="text"/>	Supervisor Name/Title: <input style="width: 95%;" type="text"/>
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Methods of Measurement Include the Following:		<i>AGES SERVED</i>	
<input type="checkbox"/> Direct Observation	<input type="checkbox"/> Documentation	<input type="checkbox"/> Neonates (< 30 days)	<input type="checkbox"/> Adults (> = 18 years and < 65 years)
<input type="checkbox"/> Feedback from staff or patients	<input type="checkbox"/> PI Reports	<input type="checkbox"/> Infants (> 30 days and < 1 year)	<input type="checkbox"/> Geriatrics (> = 65 years)
Period Covered by this Evaluation: <input style="width: 95%;" type="text"/>		<input type="checkbox"/> Pediatrics (> = 1 year and < 13 years)	<input type="checkbox"/> Not Applicable
		<input type="checkbox"/> Adolescents (> = 13 years and < 18 years)	

	Rating			
	D	M	E	
FACILITY WIDE COMPETENCY				<div style="border: 1px solid #ccc; height: 400px; width: 100%;"></div>
INSTITUTIONAL AND/OR PROFESSIONAL STANDARDS				
<ul style="list-style-type: none"> Comply with regulatory agencies, and institutional and operating systems. Adhere to all Hospital Policies and Procedures as they apply to the area. Knowledge and adherence to Infection Control and Environment of Care Guidelines and Procedures as they are described in the annual education module. Protect patient/customer confidentiality. Comply with HIPAA regulations as they apply to the job. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
PERFORMANCE IMPROVEMENT				
<ul style="list-style-type: none"> Adhere to current organizational Performance Improvement priorities Participate in quality studies through data collection Make recommendations and take actions to improve structure, system or outcomes 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CUSTOMER SERVICE				
<ul style="list-style-type: none"> Demonstrate the values of the organization: respect, honesty, integrity, compassion, fairness, innovation and stewardship of our resources. Demonstrate commitment to serving the customer. Demonstrate excellence in communication with the customer. Create a welcoming environment for the patients, family and other interdisciplinary team members 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

ESSENTIAL FUNCTIONS		D	M	E	Comments
Prioritizes workload daily.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Sorts paperwork and updates patient information in hospital information system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Verifies insurance coverage if applicable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Reviews and submits via hard copy of electronic claims to proper insurance carrier to patients/guarantors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Review electronic claims for rejections or pending on a daily basis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Follow up with insurance companies for all accounts established in the collection buckets in the advance collection system or review account receivables report printed from the hospital information system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Organizes billing information in an easy accessible format.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Reports any situations or problems affecting the payment from insurance carriers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Reviews claims over 45 days old with supervisor on a monthly basis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Handles correspondence pertinent to billing handled by individual patient account representative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Researches and responds to telephone and verbal inquiries in a timely manner (24 hrs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Documents collection actions and responses to patient inquiries within the patient comment section of the hospital information system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Documents insurance denials or reason for non-payment within the patient comment section of the hospital information system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Completes secondary billing or provides claim to appropriate patient account representative for claim submission.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Processes any adjustment or corrections to patients' accounts to accurately reflect the correct information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Completes any forms necessary to process claims.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Operates equipment.					
Operate electronic claims system: PC Print, Medicare On-line FSS, Hospital Billing System, Cahaba on line, hospital information system.					

Non Essential Functions:		D	M	E	Comments
1. Participates in professional development activities: a. In-service classes or on-line courses. b. Shares knowledge with others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

c. Reads in-house communications				
2. Work Habits: a. Complies with attendance policies. b. Dresses according to the departmental dress code c. Organizes times, sets priorities d. Spends free time in a constructive manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Initiative and judgment: a. Makes necessary work related judgments based upon factual information b. Completes assignments with minimal directions and in a timely manner c. Adapts to a changing work load	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

D= Does Not Meet Expectations	M= Meets Expectations	E= Exceeds Expectations
Comments:		
<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> ⏪ ⏩ </div> <div style="border: 1px solid gray; height: 80px; margin: 5px;"></div> <div style="display: flex; justify-content: space-between; align-items: center;"> ⏪ ⏩ </div> </div>		
Future Plans and Actions:		
<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> ⏪ ⏩ </div> <div style="border: 1px solid gray; height: 80px; margin: 5px;"></div> <div style="display: flex; justify-content: space-between; align-items: center;"> ⏪ ⏩ </div> </div>		
Employee Comments:		
<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> ⏪ ⏩ </div> <div style="border: 1px solid gray; height: 80px; margin: 5px;"></div> <div style="display: flex; justify-content: space-between; align-items: center;"> ⏪ ⏩ </div> </div>		
<p style="color: #8B4513;">To update our files, please answer the following questions:</p> <p style="color: #8B4513;">Have you received a higher education degree in past 12 months: Yes ___ No ___</p> <p style="color: #8B4513;">Please forward to Human Resources</p> <p style="color: #8B4513;">Have you received a certification in the past 12 months: Yes ___ No ___</p> <p style="color: #8B4513;">Please forward to Human Resources</p>		

I have reviewed this Performance Evaluation

Employee Signature

Date

Evaluator Signature

Date

Department Head or Designee Signature

Date