

Berks Counseling Center – Job Description

Position Title:	BILLING CLERK	FLSA Status:	NON-EXEMPT
Department:	BILLING	Status:	FULL-TIME
Accountability:	BILLING DIRECTOR	Creation/Revision Date:	DEC 2016
Primary Location:	BCC		

General Summary

Perform daily routine monitoring of schedule for accuracy. Report any discrepancies to the appropriate personnel within a timely manner. Work collaboratively with reception and billing department staff to assist in the completion of daily requirements in the finance department.

Minimum Qualifications

High school diploma plus one year office experience in the healthcare field required. Flexibility with hours, including evenings required. Excellent communication skills required. Excellent attention to detail required.

To perform this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made.

Knowledge, Skills, and Abilities

- Knowledge of Electronic Health Records
 - Skill in telephone etiquette and telephone systems
 - Skill in using Microsoft Office and Microsoft Outlook and the ability to learn new software programs that support project efforts
 - Skill in active listening - giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate time
 - Skill in time management – managing one’s own time and establishing priorities in relation to the tasks at hand
 - Skill in social perceptiveness – being aware of other’s reactions and understanding why they react as they do
 - Ability to be organized and prioritize based on the daily requirements
 - Ability to communicate information and ideas effectively so others will understand, both orally and written
 - Ability to work as a team player
 - Ability to be optimistic in tough situations, share responsibility for problems, support decisions, and work well with others
 - Ability to type 45wpm
 - Ability to navigate and utilize electronic health records
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Essential Job Functions

1. Ensure correct coding for each client encounter using the current CPT, ICD-10 and HCPCS coding guidelines
2. Responsible for learning electronic claim submission of specific insurance payers
3. Responsible for monitoring of schedule for accuracy, authorizations, and verification of benefits
4. Verify client’s eligibility when applicable
5. Update patient dashboard utilizing agency Practice Management (PM) system when appropriate/applicable

6. Report via email any changes/updates to consumer's insurance to appropriate parties
7. Work collaboratively with finance specialists to ensure accuracy of patient dashboard
8. Complete data entry for SBOP patients on the PM systems and EMR
9. Complete data entry via web portal for insurance companies (claims)
10. Review and mail out patient statements when applicable
11. Assist with completion of intake packets when applicable
12. Assist Billing Coordinator with daily billing, correction of claims, and aging
13. Serve as a bridge for reception and billing staff for the sole purpose of reporting and monitoring of the schedule for any errors prior to rendering of services
14. Retrieve information from practice management system in order to complete monthly reports
15. Assist with accounts receivable data entry & reporting when applicable
16. Perform other duties and functions as requested by department manager

Physical Requirements

- SEEING: Must be able to see well enough to read reports and use computer.
- COMMUNICATING: Must be able to communicate to clients, vendors and coworkers.
- MOBILITY: Must have mobility to move about the agency.
- LIFTING/PULLING PUSHING: Must be able to lift up to 50 pounds.
- OTHER: Must be able to write, type and use technology.

Note: The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of Berks Counseling Center. Berks Counseling Center is an equal opportunity employer.

BILLING CLERK – Signature / Date

BILLING DIRECTOR – Signature / Date

PRINTED NAME

PRINTED NAME