



JOB DESCRIPTION

TITLE: Biller
REPORTS TO: Director of Finance
FLSA STATUS: Non-Exempt

SUMMARY: The primary function of this position is to perform timely and accurate billing and collection of payment for patients with eligible coverage, primarily Medicare. The Biller will be responsible for the submission of all claims, collections and other accounts receivable functions of the agency. This position requires knowledge of government payer sources, the eligibility requirements for billing, and the process for submitting appeals on denied claims.

MINIMUM QUALIFICATIONS: High school diploma or equivalent; medical billing and/or coding experience or certification preferred; minimum two years experience within an office environment; valid driver's license, personal vehicle for on-the-job transportation, and evidence of insurance coverage as required by HONI policy required.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Working knowledge of medical terminology
- Proficient computer skills with the demonstrated ability to learn new applications of various clinical and office software programs; must have sufficient technical aptitude to quickly learn new processes and leverage technology to enhance job performance
- Strong oral and written communication skills
- Solid understanding of Hospice requirements, including Medicare Conditions of Participation, Joint Commission, and applicable federal, state, and local laws and regulations
- Ability to multi-task
- Detail oriented
- Highly motivated, with an ability to get things done independently as well as in a highly cooperative team manner
- Solid decision making and problem solving skills
- Ability to follow directions and complete projects
- Compliance with confidentiality and HIPAA regulations

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform billing duties as required to generate and transmit paper and electronic bills; bills Medicare, including Medicare as Secondary Payor (MSP) claims.
- Reviews Admissions to make sure correct information is in the Electronic Medical Record (EMR) system.
- Submits Notice of Election's (NOEs) and Notice of Transfer/Revocation's (NOTRs) as required by Medicare.
- Responsible for the cleanup of "Return to Provider" claims in the Direct Data Entry (DDE/FISS) system.
- Performs follow up, when required, for Medicare denied or rejected claims; research and rebill all errors and denials. Actively involved in any appeals processes.
- Tracks claims and follows up with detailed notes
- Assists in notifying appropriate Staff concerning admissions that do not meet the Hospice financial policy criteria, or where more data is required to bill payer source.
- Assists in acting as a resource for appropriate Staff on issues relating to insurance verification and authorization. Also, is a resource to agency staff on insurance questions for all Payers.
- Follows up on payor requests for additional information as necessary
- Reviews month end reports (pre-billing, continuous care, doctor charges, etc.) for accuracy and obtains verification/approval of data from clinical management to ensure accuracy of billing.
- Preparation and mailing of paper/electronic claims to commercial insurance companies and self-pay patients.
- Verification of billing with accounts receivable ledger
- Builds and maintains relationships with personnel at facilities as it relates to reimbursement concerns
- Follows procedures to ensure adequate internal controls of revenue, billing and accounts receivable. Contributes to development and implementation of policies and procedures for department operation.
- Keeps current on billing & reimbursement procedures and regulations.
- Ensures HIPAA compliance in all areas
- Assists Director of Finance with other project-based work

OTHER RESPONSIBILITIES:

- Other duties as assigned.

SAFETY: Hospice of North Idaho enforces a safety culture whereby all employees have the responsibility for continuously developing and maintaining a safe working environment. Each employee is responsible for completing all training requirements, participating in emergency response tasks as requested, and serving on safety committees and teams as requested. In addition, employees must accept the responsibility for maintaining the safety of themselves

and others by adhering to all written and verbal instructions, promptly reporting and/or correcting all hazards or unsafe conditions, and providing feedback to supervisors and management on all safety issues.

PROCEDURE COMPLIANCE: Employee must read and understand the general and specific operational, safety, and environmental requirements of all plans, procedure, and policies pertaining to this job.

AMERICANS WITH DISABILITY SPECIFICATIONS

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

It is estimated that this position requires 5 to 6 hours of sitting per day and 2 hours of activity per day plus a combination of the following capabilities during the course of an 8 hour day. While performing the duties of this job, the employee is occasionally required to sit for prolonged periods of time; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; repetitive bending and stooping when filing. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and ability to adjust focus.

WORKING CONDITIONS: Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work will be completed at the HONI Administrative Office.

While performing the duties of this job, the employee may be exposed to weather conditions prevalent at the time.

The noise level in the work environment is usually moderate.

ACKNOWLEDGEMENT:

The employee is expected to adhere to all agency policies and to act as a role model in the adherence to agency policies.

I have received, read and understand this explanation and job description. My signature below attests to the fact that I can perform the essential functions of the job with or without reasonable accommodation.

Signature

Employee Name Printed

Date