

Job Description
Billing Specialist
 \$52,000 - \$57,000



JOB TITLE: Billing Specialist
 DEPARTMENT: Behavioral Health Program
 REPORTS TO: Director of Integration and Behavioral Health Director
 FLSA: Full Time
 STATUS: Non-Exempt
 SCHEDULE: M-F 9:00-5:00

PURPOSE

The Billing Specialist position is dedicated to performing duties related to ASC's Behavioral Health Program's billing, credentialing, and electronic health records system. They are responsible for providing quality control for information submitted through our EHR to the County's payment system and will support the agency as it moves to accepting insurance clients, in addition to our current Medicaid caseload.

ESSENTIAL DUTIES

1. Coordinate program and clinician enrollment on insurance panels; assist in completing and renewing credentialing applications such as the Council for Affordable Quality Healthcare (CAQH) application and applications for each insurance company as required.
2. Establishing billing practices and policies in accordance with third party payer requirements, including King County Integrated Care Network (KCICN) and insurance companies, and for private pay services.
3. Submit service encounters and data transactions to KCICN and other payers in a timely manner as required.
4. Assures data accuracy through reviewing services and transactions for duplicates and other billing errors; informs involved parties of corrections needed.
5. Maintain and updates the Billing Matrix, Data Dictionary, and Forms within EHR (Credible Behavioral Health Software) for compliance with payers billing instructions.
6. Works with appropriate ASC staff to ensure efficiency and accuracy of billing/reporting systems
7. Provides support for staff training of EHR (Credible Behavioral Health Software) functions/changes.
8. Exports data from EHR to assist with weekly/as needed reports for productivity, data analysis, and grant applications.
9. Provides support to billing reconciliation between inputs and services versus revenues received.
10. Stays current as a subject matter expert on billing rules; Maintain mandated billing education, attend webcasts and conference calls per HCA, KCICN and other payer requirements
11. Trains staff members to understand billing rules.
12. Assist in trouble-shooting technical support issues; including coordinating with IT, ASC staff, and others to communicate issues to software vendor (i.e. submitting Task Tickets to Credible Support).
13. Assists in ensuring program integrity and efficiency throughout the Electronic Records Management.
14. Facilitate and monitor to ensure that ASC system communicates with King County system and other payers.
15. Performing software configuration tasks; including making changes to support end-user and/or supervisory requests (i.e. change a template), and/or high-level organizational requests (i.e. build data entry points for report requirements).
16. Supports the process of billing and payment for Southeast Youth and Family Services until such time as the agency has the opportunity to create a direct contracting relationship with KCICN.

Education

Bachelor's degree or equivalent training and/or equivalent experience in Health Informatics, Computer Information Systems, Business Administration, or closely related, relevant specialty. A combination of experience and education can be considered in lieu of bachelor's degree or certificate.

Experience

At least 2 years' experience in the healthcare environment, with specific IT experience utilizing a clinical information system (i.e. EHR) and working with regulations and compliance in a health care setting. Experience using Microsoft Office applications, with intermediate skill level in using Excel: Required. Experience with SQL preferred. Experience working with King County and Medicaid/Medicare billing systems is strongly preferred.

Knowledge, Skills, and Abilities

- Knowledge of Washington State Health Care Authority (HCA) Service Encounter Reporting Instructions (SERI): Preferred.
- Knowledge of King County's Behavioral Health data and billing system: Preferred.
- Knowledge of HIPAA/Confidential policies and Procedures.
- Excellent communication skills and ability to teach others
- Ability to problem solve through research, analysis and attention to detail.
- Ability to lead by example and correct others as required to comply with HIPAA privacy and security law
- Ability to understand how information systems are used by ASC clinical staff, administration, resource development and executive leadership.
- Successful completion of a background check
- Excellent computer skills including use of Microsoft Office Suite, particularly Excel.
- Strong written and oral communication skills.
- Demonstrated ability to develop and manage systems.
- Ability to maintain effective working relationships with co-workers, clients, community representatives, and the public.
- Proven ability to work in a multi-cultural and multi-ethnic environment.
- Ability to manage difficult and stressful situations effectively and calmly.
- Able to utilize appropriate and respectful conflict resolution skills.
- Able to work with minimal supervision.
- Demonstrated ability to both work as a member of a team, and promote teamwork and collaboration, quality performance standards, professionalism and integrity to ensure high quality programs and that services meet and exceed contract agreements.
- Demonstrated ability to openly, honestly, consistently, and accurately communicate information to others in a manner that is respectful of various backgrounds (e.g. cultural, educational, religious, racial) creating two-way feedback channels and open dialogue; takes time to listen and understand the entire situation and constructively address issues.

WORKING CONDITIONS

- Ability to lift 30 pounds