

UNIVERSITY CLINICAL, EDUCATION & RESEARCH ASSOCIATES (UCERA)

POSITION DESCRIPTION

Position Title: Billing Assistant -
Provider Enrollment

Date Prepared: 01/27/2010

Department: Central Billing Office

FLSA Status: Full-time, Non-exempt
100% UCERA FTE

Position Reports To: Assistant Billing Manager

Potential Occupational Exposure to Bloodborne Pathogens: No

UCERA is a non-profit organization established to further the mission and vision of the John A. Burns School of Medicine at the University of Hawaii (JABSOM). It contributes to JABSOM's goal of improving the health care status of the citizens of Hawaii and the Pacific by supporting the education, research and clinical activities of the School. It supports financial diversification of the School by developing revenue generating initiatives in collaboration with hospitals, government agencies and other entities.

POSITION SUMMARY

The Billing Assistant provides billing support to the Central Billing Office specifically in the provider enrollment department and works on related special projects as directed.

ESSENTIAL JOB DUTIES AND FUNCTIONS

- Performs general clerical work as required, including but not limited to generating and retrieving reports and correspondence, data entry, copying and filing documents, sending and receiving faxes, answering the telephones, processing mail, etc.
- Completes frequent contact efforts by email, fax, mail and phone with insurance companies, providers, internal departments and external vendors.
- Communicates through all fashions professionally and in a pleasant manner.
- Maintains an exceptional working relationship with all insurance representatives, providers, internal customers/staff and external customers/staff.
- Receives, researches and completes inquiries, concerns, complaints and requests whether verbal or written in a timely manner.
- Prepares and processes daily correspondence and follows up timely on outstanding correspondence.
- Establishes methods for tracking shared files to ensure files are completed, returned and secured.
- Maintains accurate and up-to-date work related personally acquired records, departmental records and file systems.
- Demonstrates electronic claims processing through practice management & related systems.
- Accurately prepares and completes practice management system task whether assigned manually, within system or through electronic work queues.

- Attendance and participation at mandatory Central Business Office and/or departmental meetings, team building sessions, in-service programs, continuing education sessions and training required.
- Immediately communicates any and all identified and trending issues and concerns to direct supervisor/manager.
- Maintains confidentiality of patient and provider information. Refrains from discussing or releasing confidential information except with individuals legally entitled to such information and as specifically authorized for release.
- Complies with all legal requirements and company policies.
- Performs all other duties as assigned.

MINIMUM QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Ability to clearly communicate in all fashions (i.e. in person, on the phone, by email or written) and establish/maintain cooperative relationships with staff, other departments, contractors, and customers.
- Ability to organize and prioritize tasks effectively.
- Ability to read, understand and follow oral or written instructions.
- Knowledge of internal operations and workflow processes.
- Knowledge of standard office procedures.
- Knowledge of word processing, spreadsheet, and database software (Computer literate, including demonstrated skill using Windows 98 or higher, Microsoft Office 2000 and Internet Explorer software/Web-based functions). Minimum typing speed of 45 words per minute.
- Must be able to utilize 10-key data entry function.
- Ability to add, subtract, multiply and divide, and/or calculate ratios, rates and percentages.
- Ability to provide entry-level professional work requiring general understanding of operating policies and procedures.

Education/Training:

- High school diploma or equivalent.

Experience:

- One year relative administrative experience in an office setting.
- One year experience in medical billing or provider enrollment, preferred.

Other qualifiers:

- Must be able to plan and prioritize work flow and produce an acceptable volume of work accurately.
- Demonstrated ability to function in a highly professional manner, exercising complete confidentiality and discretion at all times.
- Strong planning and organizational skills with the ability to accomplish multiple tasks on time with accuracy and minimal supervision.

- Functions of this position are directly related to provider reimbursement, therefore employee must be alert and pay close attention to details.
- Ability to accurately synthesize lengthy and/or complex materials.
- Proficient in using MS Word and Excel, with a working knowledge of databases and electronic communications.
- Excellent English grammar and proofreading skills.
- Strong oral and written communication skills.
- Excellent customer service skills with the ability to interact positively and sensitively with staff and the general public.
- Successful experience working as a team member with a multicultural staff and clientele.

DESIRABLE QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Knowledge of provider credentialing or enrollment process is a plus.

JOB CONDITIONS

- Normal working conditions, indoors, air-conditioned.
- Usual hours are Monday-Friday, 8:00 a.m. to 5:00 p.m. Hours may be flexed to accommodate clinic schedules, and duties may require extended hours.
- Must have excellent written and verbal communication skills. Requires communication with staff, between departments, and with clients and contractors.

EQUIPMENT USED

- Skilled in use of office equipment (i.e., Facsimile, printers, copiers, computers, scanners) and current practice management system, if possible.

MENTAL AND PHYSICAL DEMANDS

- Working with minimal supervision; attention to detail, accuracy and concentration, and ability to maintain calm composure while performing multiple tasks.
- This position occasionally requires lifting items up to 30 pounds.
- Position includes sedentary work that involves walking or standing some of the time and involves routine keyboard operations.
- Driving between meeting sites maybe necessary. Operation of private transportation must comply with all applicable state laws. Operator must have a valid drivers license.

TERMS OF EMPLOYMENT

Position is located at UCERA and is available immediately. Continued employment subject to terms of employment, job performance and/or continued funding.

Employment is “at will” and can be terminated at any time, either by the employee or UCERA, with or without cause or reason and with or without notice.

ABOUT THE SALARY AND BENEFITS

UCERA offers a competitive package. Salary commensurate with education and experience. Benefits include 8 paid holidays per year, 100% employee coverage for health and dental, flexible spending plan, pension plan with 3% dollar-for-dollar company matching contributions, generous PTO plan that increases with years of service, and 100% company paid group Life/AD&D/LTD insurance and employee assistance program.

INTERESTED APPLICANTS

Qualified applicants are encouraged to email a cover letter, resume, and salary requirements to jobs@ucera.org or fax at 808-536-7315.

UCERA is an Equal Opportunity Employer.

www.ucera.org