

UNIVERSITY CLINICAL, EDUCATION & RESEARCH ASSOCIATES (UCERA)

POSITION DESCRIPTION

Position Title: Billing Specialist

Date Prepared: 2/4/2009

Department: Central Billing Office

FLSA Status: Full-time, Non-exempt
1.0 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 Specialist will provide general billing support in accordance with established procedures, standards and operational needs and is responsible for correspondence with 3rd Party insurance carriers to determine reasons for non-payment of claims.

ESSENTIAL JOB DUTIES AND FUNCTIONS

- Sorts and distributes incoming requisitions, medical claims, additional diagnosis letters, faxes and mail to department members.
- Looks up missing/incomplete information utilizing computer system.
- Sorts, prepares, and converts documents to imaged format, including keying in required data. Follows up on missing documents.
- Files documents not being imaged.
- Follows up on outstanding inquiries to physicians for diagnosis/billing information
- Locates and prints documents from Imaging system
- Prints, preps and distributes various billing forms and reports
- Sends out various documents to clients and collection agencies
- Assists with maintenance of departmental records and files retention.
- Participates in self-directed group activities
- Advises team members, senior and other appropriate people immediately of problems affecting the efficiency of the department, such as system problems, changes in insurance requirements, personnel issues, equipment problems, etc. and offers suggestions to improve efficiency.
- Assists in training of new staff and cross training of current staff.
- Assists other billing staff and provides back-up coverage for other specialists as needed.
- Prepares performance evaluation of peers, senior and self annually and as needed.
- Participates on teams and contributes to the achievement of department and organizational goals in support of the organization's mission, vision and core values.
- Contributes to the development and maintenance of departmental procedures

- Attends required in-service programs and participates in on-going continuing education.
- Observes all safety and health regulations and works in accordance with safety policies and procedures. Reports unsafe actions/conditions and injuries to the supervisor promptly.
- Maintains confidentiality of information in accordance with company policies and procedures.
- Models the behaviors consistent with the mission and core values of the organization.
- Complies with all legal requirements and company policies.
- Performs all other duties as assigned.

MINIMUM QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Ability to work effectively, both independently and with a team.
- Ability to handle high volume of work and multi-task assignments.
- Ability to retain information and have good recall ability.
- Excellent customer service skills.
- Able to operate general office equipment, such as copiers, facsimile machines, calculator, etc.
- Test at 6,000 alphanumeric key strokes per hour with an accuracy rate of 96%

Education/Training:

- High school diploma or equivalent

Experience:

- One year clerical experience preferred.
- One year of alpha and numeric data entry experience preferred.

Other qualifiers:

- 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.
- Attention to detail and ability to accurately synthesize lengthy, 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.

EQUIPMENT USED

Skilled in use of office equipment (i.e., Facsimile, printers, copiers, computers).

Working knowledge of personal computers and business related software, preferably Windows, Word and Excel.

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.
- No exposure to communicable diseases or bodily fluids, toxic substances and other conditions common to a hospital/laboratory environment.

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, frequent sitting, standing, walking and bending.
- Some driving between to meeting sites as necessary.
- Requires manual and finger dexterity, hand-eye coordination.
- Requires corrected vision and hearing to normal range.
- Keys intermittently for up to two hours per day.

TERMS OF EMPLOYMENT

Position is located at UCERA. 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