

UNIVERSITY CLINICAL, EDUCATION & RESEARCH ASSOCIATES (UCERA)

POSITION DESCRIPTION

Position Title: Data Processing Specialist

Date Prepared: 11/24/2008

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 Data Processing Specialist performs data entry of patient information, charge data and payment collection with speed and accuracy. Processes of all patient information, charge data and payment collection received must be entered into the designated system in accordance with departmental procedures, standards and operational needs.

ESSENTIAL JOB DUTIES AND FUNCTIONS

Charge Entry:

- Receives charge documents from clinical departments and facilities.
- Track, separate, review and reject incoming charge tags.
- Ensures charge information is correct and accurate.
- Assist daily in maintaining original & back up logs of charges entered into IDX.
- Batch and reconcile daily charges entered into IDX.
- Follow up by contacting appropriate clinic/department staff to obtain information needed to complete charge entry and to resolve errors on outstanding inquiries.
- Pre-audit charge tickets to assure all required billing information has been received.
- Keeps supervisor apprised to matters regarding charge entry.
- Look up missing/incomplete information utilizing computer system. Follows up on missing documents.
- Sorts, prepares, and converts documents to imaged format, including keying in required data.
- Files documents not being imaged.
- Locates and prints documents from imaging system.
- Prints, preps and distributes various billing forms and reports.
- Sends out various documents to clients and departments.

- Maintain electronic billing system work file / task manager queues daily.
- Ensure daily, weekly and / or monthly deadlines are met.
- Provides back up coverage to inner department staff or other Central Billing departments as needed.
- Assist in the development and maintenance of department procedures.
- Attends departmental and company wide meetings and training sessions on a regular and as needed basis.

Payment Posting:

- Identifies accounts and enters all payments received into the computer system according to departmental procedures and standards.
- Follows up on unidentified and missing patient payments
- Follows up on payment reflected on the un-posted cash report.
- Reconciles batch status report on a weekly basis to ensure all batches entered have been closed or posted. Follows up on all open batches.
- Communicates daily with Finance Department through all methods.
- Enters debit/credit adjustments, transfers, and negative balance report adjustments into the computer system.
- Sorts, distributes and posts incoming requisitions.
- Assists in the development and maintenance of departmental procedures.
- Provides back up coverage to inner department staff or other Central Billing departments as needed.
- Identifies payment posting / credit balance problems/exceptions and follows through for resolution with external and internal resources.
- Maintain electronic billing system work file / task manager queues daily.
- Ensure daily, weekly and / or monthly deadlines are met.
- Maintains scanning of batches daily with accuracy.
- Processes phone credit card payments from patients and clinic staff.
- Logging in/out daily of phone queue.
- Attends departmental and company wide meetings and training sessions on a regular and as needed basis.

Other Duties:

- Participates in self-directed group activities
- Assists with maintenance of departmental records and files retention.
- Assists other billing staff and provides back-up coverage for other specialists as needed.
- Advises team members, senior and other appropriate people immediately of issues affecting the efficiency of the department, such as system problems, changes in insurance requirements, personnel issues, equipment problems, safety, injuries, etc. and offers suggestions to improve efficiency.
- Assists in training of new staff and cross training of current staff.
- Participates in teams and contributes to the achievement of department and organizational goals in support of the organization's mission, vision, core values & code of conduct.
- Models the behaviors consistent with the mission, vision, core values and code of conduct of the organization.
- Attends required in-service programs and participates in continuing education activities.
- Maintains confidentiality of information in accordance with company policies and procedures.

- Complies with all legal requirements and company policies.
- Performs all other duties as assigned.

MINIMUM QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Knowledge of medical terminology
- Ability to read and understand an EOB.
- 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
- One year of alpha and numeric data entry experience
- One year billing, coding, or charge entry experience

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.

JOB CONDITIONS

- Normal working conditions, indoors, air-conditioned.
- Must be available for work Monday-Friday between 7:30 a.m. to 5:00 pm. Also be flexible in the ability to work extended hours as required of the position during stringent times of the month.

- 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.

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.

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.
- Driving between meeting sites maybe necessary. Operation of private transportation must comply with all applicable state laws. Operator must have a valid driver's license.
- 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