



Billing Supervisor

Title: Billing Supervisor

Reports to: Chief Financial Officer

Summary Job Description:

Essential Responsibilities:

- Responsible for the operations of the billing and collections function, including coding, charge entry, claims submission, payment posting, accounts receivable follow up and reimbursement.
- Review and correct claims in EPIC workques in accordance with specific payer guidelines and requirements.
- Post and reconcile charges, payments and adjustments to system.
- Verify and correct patient information, demographics and insurance.
- Work closely with all stakeholders and billing personnel to assure the accuracy and integrity of the accounts receivable system.
- Bill Medicare, Medicaid, and all other insurance companies; monitor and reconcile third party insurance remittances and cash collections.
- Generate and mail patient statements.
- Ascertain that all third party denials are re-billed or, if appropriate adjusted.
- Help prepare yearly cost reports.
- Work with Clinical Operations staff to ensure that any new programs and services are billable.
- Provide accurate detailed audit trail for internal and other audits.
- Develop and maintain procedures for efficient and accurate processing of encounters in the registration area.
- Develop and maintain patient billing procedures; ensures all billing activities are consistent with protocols and in compliance with government and payer regulations.
- Design and update business forms as necessary.
- Assist in staff training related to registration and insurance eligibility functions.
- Responsible for insurance credentialing for new providers and new insurance companies.
- Facilitates patient and staff inquiries.
- Institute payment plans with patients where required.
- Reviews billing/changes before submission for accuracy of billing in accordance with the requirements of State, Federal, and third party payers' rules and regulations.
- Train front desk staff in EPIC workques.
- Assist with front desk workques in EPIC.



- Assist in the registration area when necessary.
- Convey fiscal detail to the CFO and CEO; compile and generate reports on revenues, payer types and other metrics.
- Participation/involvement in Quality Improvement activities.
- Other duties as assigned.

Qualifications:

- Associate's degree in business related field.
- Minimum of five (5) years' experience in patient account billing in a health care setting, demonstrating a continual increase on scope of responsibilities.
- Supervisory experience preferred
- Strong knowledge of billing and collections procedures.
- Possess working knowledge of cost based reimbursement, medical and dental billing, (ICD-9 codes, ICD-10 codes, CPT codes, Medicaid and Medicare billing procedures and regulations, State and Federal program obligations)
- Possess knowledge of provider and clinic credentialing in an FQHC environment.
- Ability to maintain composure during periods of stress
- Must be able to interact with patients courteously and calmly
- Position requires a high level of accuracy and attention to detail.
- Must possess ability to be self-directed with limited supervision.
- Experience with EPIC preferred.
- Certified Coder a plus.
- FQHC experience a plus.

Education Required:

- Associate's degree in business related field.

Signature: _____ Date: _____

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