

Southern Indiana Community Health Care

Biller Job Description

General Summary of Duties: Greets, instructs, directs and schedules patients and visitors as needed. Maintains high level of confidentiality and professionalism with staff, patients and outside business entities.

Physical Demands: Work may require sitting for long periods of time; also stooping, bending and stretching for files and supplies. Occasionally lift files or paper weighing up to 30 pounds. Requires manual dexterity sufficient to operate a keyboard, type at 60 wpm, and operate office equipment as necessary. Requires normal visual acuity and hearing.

Working Conditions: Involves frequent contact with patients. Work may be stressful at times. Interaction with others is constant and interruptive. Contact involves dealing with sick persons.

Daily Duties:

1. Enter charges for assigned payer/payers.
2. Post payments via check, credit card, or EFT.
3. Cross-Overs: process claims as needed with copy of EOB if required.
4. Rejections: work rejections that come from Payerpath or an EOB. Research rejection by calling insurance company, using the portal website, and apply needed corrections.
5. Problem-solve patient concerns and/or complaints relative to assigned payers.
6. Unpaid Claims: work unpaid claims queue or manually if needed.
7. Work with Billing Manager or Administrator to resolve any system issues.
8. Refunds: this is for patient and insurance companies. Review accounts to be sure a patient does not have a balance. Refunds for insurances need EOB copies. All refund checks get a letter explaining the detail of the refund and a complete refund form for accounting.
9. Daily Close: balancing charges and payments.

Performance Requirements

- Prefer 1 year experience in medical field or medical billing certification.
- Knowledge of business office procedures.
- Knowledge of grammar, spelling and punctuation to type patient information.
- Ability to operate computer and other office equipment.
- Skill in greeting patients and answering the telephone in a pleasant and helpful manner.
- Ability to speak clearly and concisely.
- Ability to read, understand and follow oral and written instructions.

- Ability to sort and file materials correctly by alphabetic or numeric systems.
- Ability to establish and maintain effective working relationships with patients, employees, and the public.

Additional Duties That May be Assigned as Needed:

1. Back up for Self Pay/Collections persons
2. Back up for scheduling and billing phones
3. Nursing Home Charge Entry – as assigned
4. Hospital Charge Entry – as assigned
5. Fill in as needed at the Front Office at any of our locations
6. Saturday Rotation
7. Monitor OB's on tracking form and spreadsheet – as assigned
8. Train new staff as needed

Miscellaneous Duties Assigned per Office Manager/Administrator:

1. _____
2. _____
3. _____
4. _____

Sign: _____

Date: _____