

YANKTON COUNTY

JOB DESCRIPTION

POSITION TITLE:	Billing Specialist
Department:	Ambulance
Reports to:	EMS Administrator
FLSA Status:	Exempt
Grade:	4 (3 to 15 from wage matrix)
Probationary Period:	180 days

Position Description

- Performs a wide range of ambulance billing duties, including but not limited to preparation of ambulance billings, interacting with insurance companies and serving the point of contact for Yankton County EMS (YCEMS) customers utilizing services rendered by YCEMS.

Key Responsibilities (may not include all of the functions performed)

- Manage and oversee the day to day duties within the billing office for YCEMS
 - Accurate and timely preparation of ambulance billing services.
 - Serve as YCEMS agent with customers of YCEMS
 - Accurate and timely posting of payments and credits to customers.
 - Point of contact for patients dealing with ambulance bills including phone calls and walk in customers.
 - Maintain accurate and appropriate files, documents, and reports regarding ambulance billings.
 - Maintain a high level of confidentiality of information protecting the patients and YCEMS following HIPAA guidelines.
 - Maintain a professional working relationship with billing staff, EMS staff, leadership, and customers of YCEMS.
 - Implement time sensitive follow up procedures ensuring collection of payments and maximizing reimbursement from current and aging bills.
 - Review customer accounts and make recommendations for customers and/or insurance refunds; review and refer unpaid balances to collections.
 - Process requests of documentation for organ donation.
- Gather appropriate information for billing purposes
- Work with legal entities to secure and disseminate requested documentation
- Maintain knowledge of Medicaid, Medicare, and other government or private insurance
- Maintain the confidentiality of all patients and staff members
- Other duties as assigned

Supervision

- Reports to the YCEMS Administrator
- Works collaboratively with the other billing staff within YCEMS

Qualifications

Required Knowledge, Skills and Abilities

- Apply appropriate initiative, discretion, judgement and organizational skills to a variety of projects, assignments and situations
- Apply critical thinking, problem solving and collaborative approaches to improving services, analyze situations thoroughly, identify potential problems, and find effective solutions
- Conduct self as a positive and professional role model
- Strong leadership and team work skills
- Must be knowledgeable of all department patient care and operational guidelines as well as HIPAA policies AND procedures
- Ability to follow written and verbal requests
- Effective oral and written communication skills

Education

- High school diploma or equivalent (GED)

Experience

- Current ambulance/ medical billing **OR** NAAC Certified Ambulance Coder certification
- Complete and maintain NAAC certification within 2 years of hire

Other Requirements

- Ability to successfully complete a pre-employment physical examination, if required
- Ability to successfully pass criminal background check
- Must have a valid driver's license
- Microsoft Office application proficiency
- Must be able to read, write, and speak the English language

Desirable Knowledge and Skills

- HIPPA and patient privacy compliant laws
- ICD-10 and HCPC codes
- Medical terminology
- Explanation of Benefits or electronic remittance advice
- Insurance plan knowledge
- Bilingual capability with emphasis on Spanish translation

OR – Any equivalent combination of education and experience as is acceptable to the hiring authority and state statutes (if applicable)

Physical Requirements

In a regular workday, employee may be required to:

	Rarely 0-5%	Occasionally 6-20%	Frequently 21-50%	Regularly 51-80%
Lift < 25 lbs		X		
Lift 25-50 lbs	X			
Lift > 50 lbs	X			
Standing/Walking/Running on all types of services, terrain & weather <ul style="list-style-type: none">• Standing• Walking• Running	X		X X	
Sitting – In ambulance or at desk completing paperwork.				X
Bending/Stooping – Actions maybe prolonged & last up to 60 min	X			
Pushing or pulling	X			
Reaching overhead		X		
Kneeling or crouching Actions maybe prolonged & last up to 30 min	X			
Climbing/Balance Such as stairs while carrying equipment or patients.	X			
Gripping & Grasping From 30lbs and above	X			

Certification

I hereby certify that I have read and accept the duties and obligations associated with the Billing Specialist position.

Signature of Employee

Date