

BILLING & CREDENTIALING SPECIALIST

Reports to

Biling and Credentialing Manager

Supervisory Responsibilities

None

Job Purpose

The Billing and Credentialing Specialist is responsible for the timely and accurate submission of applications, notifications, and professional claims to insurance companies. This position reports to the Director of Revenue Cycle Management.

General List of Responsibilities

- Uphold The Hughes Alan Group's mission: empowering providers to be providers.
- Build all assigned eligible claims each day.
- Follow up on unpaid insurance claims to ensure payment for all receivables.
 - Goal is <5% greater than 30 days old and <2% greater than 60 days.
- Research all information needed to complete billing process including getting charge information from physicians.
- Code information about procedures performed and diagnosis on charge.
- Assist in the processing of insurance claims including Medicaid/Medicare claims.
- Process all insurance provider's correspondence, signature, and insurance forms.
- Assist patients in completing all necessary forms, to include payment arrangements made with patients. Answers patient questions and concerns.
- Keys charge information into entry program and produces billing.
- Processes and distributes copies of billings according to clinic policies.
- Prepare bank deposits, record deposits, and photocopy checks for entry into billing system.
- Follow-up with insurance companies and ensures claims are paid/processed.
- Resubmit insurance claims that have received no response or are not on file.
- Work with other staff to follow-up on accounts until zero balance.
- Assist error resolution.
- Maintain required billing records, reports, files.
- Research return mail.
- Answer telephone, screen calls, take messages, and provide information.
- Participate in regularly scheduled, routine coverage of the Financial Office to assist visiting patients.
- Call insurance companies regarding any discrepancy in payments if necessary.
- Work all claims in HOLD status in Athena daily.
- Scan and upload mail to Athena for posting.
- Research and appeal denied claims as necessary.
- Answer all patient or insurance telephone inquiries pertaining to billing.
 - Ensure billing voicemail is checked daily.
- Be fluent in all billing policies.
- Establish payment plans for patient balances.
- Work collection accounts to include follow up phone calls, mailing collection letters, and transfers to collection agency.

The Hughes Alan Group INC

- Liaison for client questions regarding insurance eligibility and patient balances.
- Assist with client training as related to billing.
- Review and reply to all patient cases by end of next business day.
- Establish and maintain accounts: CAQH, PECOS, NPPES, I&A, etc.
- Establish new provider credentialing and existing provider re-credentialing.
- Participate in educational and training opportunities.
- Complete provider and practice updates to all insurances.
- Complete credentialing, practice licensing, applications, and related documents.
- Maintain confidentiality.
- Perform other duties as requested.

Requirements

Education

High school graduation or GED.

Experience

Minimum of one year billing experience in health care organization preferred.

Knowledge

- Billing practices and clinic policies and procedures
- Coding and clinic operating policies
- Medical terminology
- Insurance industry
- Grammar, spelling, and punctuation to type correspondence

Skills

- Computer programs, spreadsheets and applications
- Using a calculator
- Typing 40 wpm

Abilities

- Understand and interpret policies and regulations
- Prepare documents in response to complaints and inquiries
- Examine documents for accuracy and completeness
- Read, understand, and follow oral and written instruction
- Sort and file materials correctly by alphabetical or numeric system
- Communicate effectively and work with others

Work Environment

Work may be performed remotely or in an office environment. Involves frequent contact with staff, patients, and the public. Work may be stressful at times. Contact may involve dealing with angry or upset people. Work requires hand dexterity for office machine operation, stooping and bending to files and supplies, mobility to complete errands, or sitting for extended periods of time. Occasionally lifting weighing up to 25 pounds.