

**City of Carson City
Agenda Report**

Date Submitted: September 20, 2013

Agenda Date Requested: October 3, 2013,
Time Requested: Consent Agenda

To: Carson City Board of Supervisors
From: Health & Human Services (Nicki Aaker)

Subject Title: For Possible Action: To approve a Billing Specialist position. This position is 100% grant funded until at least August 2014.

Staff Summary: The job description for a Billing Specialist accurately describes the job duties of the position which bills Medicaid, Medicare, and private insurance companies for clinic services, and services performed at offsite locations throughout the year. With the Medicaid expansion and private insurance enrollment beginning 1/1/2014, an increase is anticipated in the number of billing claims which need to be processed. In addition to insurance billing, the person in this position will have other duties important to Carson City Health and Human Services' (CCHHS') functions, including internal fiscal reconciliation and reporting, along with clinic coverage when necessary. This position was previously filled by a contract employee. An attempt was made to hire through Marathon Staffing, which was unsuccessful. Prior to the grant and hiring the contract employee, CCHHS contracted with a physician billing company. The advantage of having a CCHHS employee in this position, instead of outsourcing the billing, is the wide range of duties this person can perform within the department.

Type of Action Requested: (check one)
 Resolution Ordinance
 Formal Action/Motion Other (Specify) Information Only

Does This Action Require A Business Impact Statement: Yes No

Recommended Board Action: To approve a Billing Specialist position. This position is 100% grant funded until at least August 2014.

Explanation for Recommended Board Action: In public health, insurance billing will be necessary for sustainability. The advantage of having an in-house biller is the number of other duties performed, such as internal fiscal reconciliation and reporting, follow up on insurance denials, and clerical duties within the department when necessary.

Applicable Statue, Code, Policy, Rule or Regulation: N/A

Fiscal Impact: N/A, grant funded

Explanation of Impact: N/A

Funding Source: Nevada State Health Division

Alternatives: Not approve a Billing Specialist position

Supporting Material: Job Description – Billing Specialist

Prepared By: Nicki Aaker, MSN MPH, RN

Reviewed By: N. Aaker Date: 9/24/13
(Department Head)
Marena G. Winks DCM Date: 9/24/13
(City Manager)
[Signature] Date: 9/24/13
(District Attorney)
[Signature] Date: 9/24/13
(Finance Director)

Board Action Taken:

Motion: _____ 1) _____ Aye/Nay
2) _____ _____

(Vote Recorded By)



JOB DESCRIPTION

JOB TITLE:	Billing Specialist	FLSA:	Non Exempt
DEPARTMENT:	Health & Human Services	GRADE:	CCEA 24
		DATE:	Oct 3, 2013

SUMMARY OF JOB PURPOSE:

Under direction, responsible for payment processing, reconciliation, and deposit; insurance claims submission, reconciliation, and denial resolution; A/R monitoring, and collection; and fiscal reconciliation, and reporting.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Receives, reviews, and enters patient claim information into electronic medical record.
- Scrubs and submits electronic and paper billing claims to Medicaid, Medicare, and private insurance companies for healthcare services.
- Receives payments, reconciles with Explanation of Benefits, post all payments into electronic medical record system daily.
- Reconciles EFT payments with statement.
- Prepares daily deposit.
- Performs daily payment summary; balances daily monies received and assign to proper account.
- Resolves claim denial issues promptly to help ensure timely payments.
- Provides timely notation of action on A/R accounts.
- Initiates collection of account balances; locates and collects past due accounts; and establishes payment plans.
- Communicates effectively with patients concerning bills.
- Identifies and resolves patient billing complaints.
- Communicates effectively with representatives from insurance companies (Medicare, Medicaid, and private insurance) concerning claims.
- Prepares financial reports for accounting, grant reimbursement, and informational purposes.
- Provides assistance with insurance contracting and credentialing, as needed.
- Maintains required files of all appropriate documents and information.
- Maintains various registers and journals according to established account classifications.
- Researches and answers department questions regarding status of accounts, the proper coding of transactions and other matters.
- Performs other duties as assigned.
- Complies with all regulations and requirements.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.