

**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.

- Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations.
- Uses standard office equipment, including a computer, in the course of the work.
- Demonstrates courteous and cooperative behavior when interacting with the public, and staff; acts in a manner that promotes a harmonious and effective workplace environment.
- At times may be required to work outside normal business hours and work extended hours to accomplish requirements of the position.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

High School Education or GED; and college level courses specializing in medical billing.

Understands CPT coding and medical terminology.

Experience working with an electronic medical record and clinic billing.

Required Knowledge and Skills

Knowledge of:

- Ability to work independently and as an effective team member in a professional environment.
- Attention to details, and adherence to established policies and procedures.
- A problem solver, with the ability to organize and prioritize responsibilities.
- Is flexible and able to embrace and implement change.
- Always courteous and respectful regardless of race, creed, personal and/or economic situation.
- Working knowledge of Microsoft Word, Excel, and Outlook.
- Touch typing/keyboarding and touch 10-key, both with speed and accuracy.
- Standard office administrative practices and procedures.
- Record keeping principles and practices.
- Basic mathematics.
- Communicating effectively in oral and written forms.

SUPERVISION RECEIVED AND EXERCISED:

Under Direction - Assignments and objectives are presented to incumbents at this level and established work processes are to be followed. Incumbents have some flexibility in the selection of work methods, the timing of work processes, and the methods of completing tasks. Supervision is periodic and is usually initiated by employee and/or when important problems, significant changes from past procedures, and policy implications are involved.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

- Nevada Class A driver's license.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting, use standard office equipment and stamina to drive a motor vehicle in order to visit work sites; vision to read printed materials; and hearing and speech to communicate in person or over the telephone.

CONDITIONS OF EMPLOYMENT:

1. *Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.*
2. *Any City employee may be required to stay at or return to work during emergencies to perform duties specific to this classification or to perform other duties as requested in an assigned response position. This may require working a non-traditional work schedule or working outside normal assigned duties during the incident and/or emergency.*
3. *Employees may be required to complete Incident Command System training as a condition of continuing employment.*
4. *New employees are required to submit to a fingerprint based background investigation which cost the new employee \$53.50 and a drug/alcohol screen which costs \$20.00. Employment is contingent upon passing the background and the drug/alcohol screen.*
5. *Carson City participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS, with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered employment with Carson City must complete Section 1 of the Form I-9 along with the required proof of their right to work in the United States and proof of their identity prior to starting employment. Please be prepared to provide required documentation as soon as possible after the job offer is made. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 775.887.2103 or go to the U.S. Citizenship and Immigration Services web page at www.ucis.gov.*

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

PRINT NAME: _____

SIGNATURE: _____ **DATE:** _____