

South Howell County Ambulance District Job Description	
Operational Area: Administration/Business	Job Title: Billing Specialist
Reports to: Accounting Supervisor	Reports From: N/A
FLSA Status: Non-Exempt	
Approved By: Jolaine Lashley, Interim Administrator	Reviewed By: J. Lashley, HR. N. Leatherwood Billing Supervisor
Original Date: October 2004. Revised: 4/'12; 1/'13; 3/'15, 01/'19	

SOUTH HOWELL COUNTY AMBULANCE DISTRICTS MISSION STATEMENT:

South Howell County Ambulance District is, and will remain, “THE Difference in EMS Care” through our passionate commitment to excellence in patient care. We will accomplish this by: Living our Values, (Dedication, Accountability, Integrity, Teamwork); Striving tirelessly to serve our community by providing the best ALS, BLS, and non-emergency medical transport; Providing the best education and training for our professional staff; Promoting public CPR, first aid and other public safety courses, and Continually improving our level of organizational performance and quality

ADMINISTRATIVE/BUSINESS OPERATIONS SUPPORTIVE MISSION:

Administrative/Business operations purpose is to ensure that the Federal, State, local regulations/laws comply, that proper billing, receiving and accounting of revenues are maintained, that policy/procedure writing and compliance of such, (in accordance with the will/direction of the Board of Directors), are followed. It also provides the top-level operational command structure for all District staff and department heads. When functioning at a high moral and efficient level this department provides the needed financial, logistic, administrative support and talent management skills required to support all departments and the Districts primary mission of providing emergency services to the public.

SUMMARY OF THE FUNCTION OF THIS POSITION:

This is a vital position within the company as it provides revenue support thru effective billing of all fees for service departments; acts as accounts receivable, answers incoming phone calls and transfers to appropriate person, and may also be called to perform minor administrative support tasks.

QUALIFICATIONS AND/OR WORK EXPERIENCE TO MEET/SUPPORT EXPECTED PERFORMANCE:

- *Education:*
 - high school diploma or GED required, medical coding experience desired.
- *Work History:*
 - Computer use for internet-based software access and has experience with Microsoft Office (word, excel, PowerPoint, outlook),
 - Problem solving skills (individually or a group setting)
 - Interaction with internal and external customers
- *Communication Skills:*
 - Must understand and effectively communicate the English language for verbal and written communication.
 - Must be able to hear, read and comprehend English to effectively follow through on simple to complex instructions.
 - Must be able to write and/or type out understandable simple to complex sentences.
 - Effectively present information one-on-one and small group situations to customers and other employees.

- *Computer Skills:*
 - Perform formula functions for reports/data in excel.
 - Retrieving data from the server and enter data into web-based billing programs.
 - Proficient in Word, Excel, PowerPoint and Outlook.
- *Math Skills:*
 - Basic high school/college level math to add, subtract, divide, multiply etc.
- *Credentials:*
 - Ambulance/Medical coding/terminology and CPR is required.
 - Will train if needed through our Education Department and/or other vendor supplied training.

PRIMARY JOB RESPONSIBILITIES/COMPETENCIES:

1. Complies with Federal, State regulations as well as internal practices to ensure billing processes are ethical, moral and are handled with a high level of legal and ethical standards.
 - a. Bills fee for Service for all departments to include: Medicare, Medicaid, Commercial, Uninsured, Contracts – Clinical and Medical Transport, outsourced fleet labor, education and others as directed Complies with performance parameters related to any of the invoicing processes.
2. Review all information on invoices to insure invoices are billed accurate and appropriately before invoicing customers/insurances.
3. Contacts insurance companies/customers to resolve any delinquent accounts, setting up payment plans, and/or providing financial assistance through the Hardship Packet.
4. Invoicing customers from all the Districts fee for service departments
5. Identify any over payments made and prepare all necessary paperwork for refund in a timely manner, complying with state and federal guidelines.
6. Provides administrative support, answers phones, document preparation/review and creating/editing excel spreadsheets for data review.
 - a. Answers phone, transfer calls to appropriate person or voice messaging.
 - b. Runs reports as needed to maintain performance and to review quality of work.
7. Utilizing internet and various Microsoft programs (Outlook, word, excel, etc.)
 - a) Assist with creating/reviewing/editing documents
8. Maintaining any required certifications
9. Keeps workstation, self and department in professional appearance.
 - a. Interacts with internal and external customers in a calm professional manner.
10. Provide records to patient, insurances, law offices, medical facilities when requested, complying with HIPAA laws and internal practices.
11. Prepare and post mail daily. This may include taking the mail directly to the Post Office.
12. Comply with South Howell County Ambulance’s Policy & Procedures guidelines.
 - a. Comprehensive knowledge of the Districts guiding documents to include job description, department/human resource policy/procedures, mission, vision and value statements.
13. All other duties assigned by Billing Supervisor.

Note: The above are not the exhaustive list of accountabilities and competencies. Other duties may be assigned which may or may not be related to the primary responsibilities yet would be reasonable with the individual’s skill set and behavior and which also are supporting the department or our overall mission and insofar as such are not retaliatory, designed to be discriminatory or create a hostile work environment.

Measurable Performance Grouping – related to any performance-based remuneration and/or pay increase which would be based on objective documentation of compliance with their job description, departmental operational guidelines, departmental/administrative directives and the District’s policy and procedure manual. Any Board approved performance-based remuneration/pay raise would be part of an overall District wide program to improve all district operations.

- *Below expectation performance:* the employee fails to meet a minimum level of measurable performance by displaying behavior/s less than conducive to a positive workplace; i.e. argumentative, overly and unjustifiably

critical of others/system, has received warnings/write-ups etc. This employee will receive minimum, if any, performance type remuneration and/or pay raise.

- *Meets Expectations*: the employee meets the minimum level of measurable performance and is valuable as they are the type who show up for work, perform their duties and seldom cause any workplace issues. This employee would receive middle-of-the road performance remuneration and/or pay increase.
- *Superior Performance*: the employee exceeds in their work by complying with policies while actively taking on extra duties, which mentor and interact with their team in a positive uplifting way, who share with management methods to improve the workplace and/or system, who attend meetings etc. This employee may receive up to the maximum allowed remuneration and/or pay raise.
- *Reasoning/Problem Solving Abilities* – high level of reasoning is required, must be a self-motivator in solving problems, must be able to work through a solution in billing etc. and not give up.
- *Customer Service* – must be patient and not prone to anger or become easily frustrated, must speak in clear controlled pleasant tones as this job entails working with the public as well as communicating with insurance companies etc.

SHIFTS, HOURS WEEKLY, OVERTIME, TRAVEL:

- This position can be part-time (16 – 24 hours) or full-time (40 hours) per week
- Overtime may be required/mandatory depending on work load
- Travel will be required to attend training etc. and could include overnight stays

PHYSICAL REQUIREMENTS OF JOB TASKS:

Note: the “intermittent” – “Constantly” definitions cover all this section of physical requirements. You can reference the standing subsection, walking subsection etc. back to these definitions. All may be performed during initial or return fitness for duty testing, patient care situations or training sessions

INTERMITTENT is on an "on and off again" basis;

RARELY = <1 % of the time

FREQUENTLY = 34 - 66% of the time

OCCASIONALLY = 1 - 33% of the time

CONSTANTLY = 67-100% of the time

Percentage of work day and/or intermittence is noted if appropriate. **N/A denotes "not applicable."** Surface, body part involved, object used, weight, distance, and average/maximum times are noted below.

STANDING: Occasionally

WALKING: Occasionally

SITTING: Constantly

DRIVING: Intermittent

BALANCE: Intermittent

TWIST OR TURN: Occasionally

BEND/STOOP: Occasionally

CROUCH/SQUAT: Occasionally

CRAWL/KNEEL: Occasionally

PUSH/PULL: Occasionally

CARRY: Occasionally

USING HANDS, FINGERS, MAJOR JOINTS, REACHING, MOVEMENTS ETC:

SHOULDER TO OVERHEAD: Occasionally

WAIST TO SHOULDER: Occasionally

KNEE TO WAIST: Occasionally

FLOOR TO KNEE: Occasionally

EXTENSION/FLEXION: Frequently

HANDLING/GRASPING: Frequently

SPEAK/HEAR REQUIREMENTS: So as to function in an office

VISION REQUIREMENTS: So as to function in an office utilizing paper print, computer screens etc.

LIFTING and/or CARRYING:

- 1 -10 lbs. Frequently
- 11 - 20 lbs. Frequently
- 21 - 30 lbs. Frequently
- 31 - 50 lbs. Occasionally
- 51 - 75 lbs. Rarely
- 76 - > 100 lbs. Rarely

POSSIBLE JOB MODIFICATIONS:

- A. *South Howell County Ambulance District reserves the right to modify this job description insofar as such modification does not violate Federal or State law/regulations, is retaliatory in nature and/or creates a hostile work environment for a protected class*
- B. *This job description may be altered to reasonably accommodate a qualified disabled individual insofar as such accommodations are not cost prohibitive and the individual can meet the required accountabilities, competencies and physical requirements of the position*
- C. *This job description in no way implies or is to be construed/interpreted to be an employment contract as the employee relationship is "at-will". Meaning, the employee or District can sever ties with or without advanced notification or reason*

Review and signature section:

Employees are given several opportunities to review and understand the skill set job description.

- 1. Via our website and referenced on the application
- 2. When onboarding with human resources
- 3. Final review with signatures below

Reviewed and explained South Howell’s job description and its relationship with guiding documents and workplace culture. Any clarifying questions were addressed to the employee and my satisfaction.

Print then sign name and date below:

Printed Employee Name: _____

Printed HR/Department Head/Supervisor Name: _____

Employee Signature and date: _____

HR/Department head/ Supervisor Signature and date: _____