

# MEDICAL BILLING SPECIALIST

Job Code	Pay Grade
10796	CL9

## Nature of Work

This is complex clerical and financial work reviewing, processing and researching specialized records with substantial financial impact in an automated office environment. The work focus area is the Emergency Medical Services (EMS) medical billing system with emphasis on ensuring funds due to the county are received from insurance companies, Medicare, Medicaid or other involved agencies. Work at this level requires close contact with the County Attorney's Office in ensuring the collection of funds owed and in resolving issues related to estate cases, auto accidents, etc. The employee is expected to exercise a high degree of independent judgment based on experience and knowledge of department operations. Deviations from standard policies and procedures are referred to a higher level for decision. This is a service-oriented position, which provides information to the general public, medical and insurance providers and associated organizations in response to inquiries. Employees assist in training departmental employees and may fill-in for supervisors in their absences.

## Minimum Qualification Requirements

- 2 years experience in medical billing, clerical, and customer service with practical skills in the use of personal computer applications; or
- Associate's degree in finance, accounting, business, or general education; or
- An equivalent combination of education, training, and/or experience.

## Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Researches, verifies, updates and assures the accuracy of information in the medical billing system and the Sunstar Membership Program.
- Reviews medical cases to determine if some or all expenses should be billed to Medicare, Medicaid, insurance companies or other agencies; corresponds and follows through with agencies to ensure funds are collected.
- Assists in training employees on proper billing procedures. Trains new hires and cross trains current employees on various procedures.
- Interprets medical information provided on run reports and applies appropriate medical coding.
- May audit, review and process accounts; may perform complex case related functions.
- May conduct investigations and audits to resolve problems from misapplied funds or dormant accounts.
- May assist and fill in for supervisory level positions by resolving staff or customer problems and scheduling, assigning and prioritizing duties to employees to ensure workload is accomplished.
- Performs a variety of tasks related to an automated office environment.
- Processes credit card payments via mail and/or by phone. Processes both cash and check payments received via mail or walk in customers and issues receipts as necessary.
- Prepares reports and performs special projects as required.
- Performs related work as assigned or required.

## MEDICAL BILLING SPECIALIST (continued)

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### Knowledge, Skills, and Abilities

- Knowledge of the principles of government accounting and record keeping procedures pertinent to the area of assignment.
- Knowledge of Federal and State regulations and Medicare/Medicaid rules and procedures as they relate to medical billing.
- Knowledge of HIPAA's privacy and security requirements as they pertain to protected health care information.
- Knowledge of medical terminology, grammar, spelling, math and bookkeeping methods.
- Skilled in the application of quality customer service.
- Skilled in the operation of automated office equipment.
- Ability to apply basic computer applications and software.
- Ability to make and apply decisions in accordance with laws, regulations and procedures.
- Ability to analyze accounts, perform computations, determine amounts due and responsible parties and prepare related correspondence and documents.
- Ability to understand and follow oral and written instructions and to express oneself clearly and concisely, orally and in writing, and to communicate effectively with internal and external departments, customers and agencies on often controversial issues.
- Ability to type with reasonable speed and accuracy.

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Revised	EEOC Code	Overtime Code
12/07	Administrative Support	Classified