

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

MEDICAL BILLING MANAGER

Department: Fire Rescue
Pay Grade: 113
FLSA Status: Exempt
Job Class: 1042
Risk Code: 8810

JOB SUMMARY

Responsible for managing all billing activities and accompanying coordination of claim submission and reimbursement process and overseeing and coordinating activities of subordinate employees.

ESSENTIAL JOB FUNCTIONS

- Defines and manages systems for processing patient care reports through all phases of coding, data entry, billing, and collection to ensure that services are billed, revenue is collected, all in accordance with regulations issued by the Centers for Medicare & Medicaid Services and insurance company requirements and in support of the department's revenue budget goals.
- Analyzes trends affecting accounts receivable and takes appropriate action to realign staff as needed to ensure efficient operation is maintained.
- Gathers, compiles, and analyzes financial information on ambulance billing procedures and related issues for the preparation of required planning documents and budgets.
- Monitors and prepares financial statements supporting the ambulance rate study analysis.
- Integrates information gathered from analyses into annual budget requests for billing department. Provides backup data to support requests.
- Plans, implements, and manages the department's patient privacy policies.
- Processes refunds, approves write-off logs, and reviews all charity applications. Presents collection bad debt and administrative write-offs to management.
- Develops and implements educational programs, forms, and other program elements to manage and optimize understanding and compliance as required by Federal and State laws. Immediately investigates and resolves potential violations of privacy regulations and makes recommendations for action.
- Prepares monthly spreadsheets for project tracking and departmental reports.
- Consults internally with senior management regarding pending legislative issues related to ambulance billing and makes recommendations as to action to be taken.

- Develops, organizes, and implements preparation of administrative reports for the Ambulance Billing Office. Coordinates the policy guidance for the Ambulance Billing office, including financial administration and forecasting. Generates routine complex reports for evaluation of revenue trends, collection statistics, and payer mixes.
- Interprets documentation and medical terminology to review and verify diagnosis coding and makes adjustments as required.
- Reads and interprets large volumes of written materials, financial data, technical materials, and federal, state, and county statutes, rules, and ordinances as applicable.
- Accesses protected health information and other patient information and maintains confidentiality throughout.
- Assists with any departmental activities required to maintain workflow.
- Interviews, selects, and recommends for hire and trains and assigns staff as required. Provides technical direction and guidance.
- Evaluates employee performance and provides counseling and coaching as needed. Maintains harmonious employee/employer relations.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position is responsible for directing and supervising all assigned billing department employees. Responsible for directly and regularly supervising work of a relatively small number of employees (two or more), with no indirect supervision. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

QUALIFICATIONS

Education and Experience:

Bachelor's degree or equivalent; and five (5) years' experience in medical billing management/supervision; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.

- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to calculate figures and amounts to such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardized exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to interpret complex and detailed technical data.
- Ability to potentially participate in development of policy, programs, plans, or procedures.
- Ability to study manual work processes to determine most effective methods as essential tasks.
- Knowledge and clear understanding of defined payer requirements to facilitate claim acceptance.
- Knowledge of government organization and administration and of the legal basis of government.
- Knowledge and compliance of HIPAA requirements.
- Knowledge of Centers for Medicare & Medicaid Services Ambulance guidelines for appropriate claims processing.
- Knowledge of standard software packages, e.g., word processors, report writers, database applications, spreadsheets, project schedulers, appropriate billing software.
- Knowledge of research techniques, methods, and practices.
- Ability to conduct manual and electronic research and analyze and interpret findings for preparing reports.
- Ability to review patient care reports for proper medical codes.
- Ability to deal courteously and tactfully with members of the public and coworkers.
- Ability to establish and maintain effective relationships with government officials, employees, and the public.
- Ability to plan and organize and meet multiple deadlines.
- Ability to cross train for other tasks.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

The work is sedentary work which requires exerting up to 50 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. While performing the duties of this job, the employee will frequently be required to stand, walk, sit, use hands to finger, handle or feel, talk or hear.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. *Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.*