

GOLDER RANCH FIRE DISTRICT

EMPLOYEE JOB DESCRIPTION

Position: Billing Supervisor
Reports To: Finance Manager
Supervises: Billing Specialist(s)

FLSA: Exempt
Status: Full-Time
Safety Sensitive: No

Primary Function:

Supervises and implements medical billing for Ambulance Services. Prepares reports for analysis of trends and changes associated with medical billing and makes recommendations to management. Provides plans for staffing of billing department. Makes recommendations regarding medical billing budget impact.

Principle Duties and Responsibilities:

- Supervises and evaluates the work of the Billing staff, establishing and monitoring employee performance objectives.
- Supervises staff in processing medical ambulance claims, ensuring all duties are documented and claims are processed timely.
- Develops, implements, monitors, reports, and evaluates appropriate performance measures and objectives for staff and/or billing clients.
- Develops and oversees daily and weekly processes: patient care reports, runs/prints/mails CMS-1500 forms and patient bills, processes daily deposits, posts paper payments received, denials, workflows, and refunds.
- Implement and maintain access to accept ACH/EFT transactions with various Medicare, Medicaid, VA plans, and private insurers.
- Implements and documents a process to download all electronic explanations of benefits (ACH payments) from Clearinghouse, to automatically post into the billing software.
- Conducts internal audits as needed to ensure timely filing of claims, resolve any billing issues, and identify and correct any potential areas of concern.
- Balances monthly financial reports of receipts and disbursements of refunds.
- Reconciles revenue collections on a monthly basis and compares to budget.
- Conducts monthly processes in the billing department software, to include aging and closing month-end reports.
- Assists Finance Manager and/or billing clients with budget impact analysis and projections related to the medical billing industry due to insurance or legislative changes.
- Assists with compiling the data for the Annual Revenue and Cost Report as required by AZDHS.
- Works with the Finance Manager and/or billing client to facilitate the annual financial audit.
- Maintains an industry competitive collection ratio.
- Maintains an industry competitive first-pass payment rate.
- Maintains an industry standard for average collection cycle.
- Minimizes the number of past-due bills.
- Pursues professional continuing educational opportunities, and encourages and supports billing staff to do the same.
- Provides information to the EMS Division for continuing education training for suppression, related to medical billing, electronic patient care records (ePCR), related billing matters, and the compliance program.
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Medical insurance billing and coding practices.
- Computerized financial and medical billing applications.
- Detail oriented, organized, capable of tracking deadlines, and meeting goals.
- Works with considerable independence, and professionalism, in making decisions to achieve goals related to ambulance medical billing for the District.
- Provides statistical analysis to alleviate potential negative impact to revenues due to continual changes in the healthcare industry. Understanding future trends will allow the District to maximize revenues.
- Exercises excellent customer service, and responds to questions/concerns in a courteous and timely manner.
- Interprets rules and regulations, and makes decisions based upon them.
- Ability to maintain complex records.
- Possesses effective oral and written communication skills using the English language.
- Modern office practices and procedures.
- Ability to operate standard office equipment.
- Strong knowledge and experience working with a variety of Windows operating systems and Microsoft Office applications.
- Understands and applies District policies and procedures in order to effectively perform the duties and responsibilities of the position.
- Establish and maintain effective working relationships with other personnel, outside vendors/customers, and the general public.

Minimum Qualifications:

- Bachelor's Degree in Business, Finance, or Accounting from an accredited college or university recognized by the U.S. Department of Education

or

Four (4) years equivalent combination of education, work experience, and training sufficient to successfully perform the essential duties of the job, such as those listed above (*NOTE: Must be able to obtain a bachelor's degree of job relevance within four (4) years of employment*).

- Three (3) years of experience working in medical billing and/or medical collections
- Two (2) years supervisory experience in a similarly related field.
- Must possess and maintain a valid Arizona driver's license with acceptable driving record.

Preferred Qualifications:

- Certified Ambulance Coder (CAC) Certificate or Certified Professional Coder (CPC).
- Two (2) years of experience with Zoll RescueNet Billing software.
- Public sector work experience in the medical billing, finance, or accounting field.
- Working knowledge of AZ specific Medicaid billing.

GOLDER RANCH FIRE DISTRICT

Physical Requirements/Working Conditions

Job Title: Billing Supervisor

Physical Activity	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs/day)	Frequently (activity or conditions exist 2.5-5.5 hrs/day)	Constantly (activity or conditions exist 5.5+ hrs/day)
Repetitive Motion	Repeating movements of arms, hands, wrists, fingers			X	
Talk	Express or exchange ideas verbally			X	
Hear	Perceive sound by ear				X
See	Obtain impressions through the eye				X
Kneel	Bend legs at knee, come to rest on knees		X		
Crouch/Squat	Bend body down and forward, bending legs and spine		X		
Crawl	Move on hands, knees, and feet	X			
Climb	Ascend/descend ladders, stairs, ramps	X			
Sit	Sit			X	
Stand	Stand			X	
Walk	Move about on foot; average distance per shift 3-5 miles	X			
Bend/Stoop	Bend downward and forward by bending spine at waist		X		
Lift	Raise or lower object > 10 lbs. from one level to another		X		
Lift	Raise or lower object > 25 lbs. from one level to another		X		
Carry	Transport an object		X		
Push	Press with steady force, thrust objects forward, downward, outward	X			
Pull	Drag or tug objects	X			
Turn/Twist	Move a body part in circular motion	X			
Balance	Exceeding ordinary body equilibrium	X			
Reach	Extend hands and arms in any direction		X		
Handle	Seize, hold, turn with hands		X		
Distinguish Color	Ability to distinguish color		X		
Fingering	Picking, pinching, typing, or otherwise with fingers rather than whole hand			X	
Grasping	Applying pressure to an object with the fingers and palm			X	
Feeling	Perceiving attributes of objects, such as size, shape, temperature, or texture	X			
Mental / Cognitive Activity	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs/day)	Frequently (activity or conditions exist 2.5-5.5 hrs/day)	Constantly (activity or conditions exist 5.5+ hrs/day)
Communication	Comprehend and use basic language, either written or spoken, to communicate information and ideas				X
	Comprehend and use technical or professional language, either written or spoken, to communicate complex ideas			X	
Calculation	Perform numerical operations using basic counting, adding, subtracting, multiplying, or dividing				X
	Perform complex quantitative calculations or reasoning using algebra, geometry, statistics, or abstract symbols			X	
Problem Solving	Formulate and apply appropriate course of action for routine or familiar situations				X
	Use logic to define problem, collect information, establish facts, draw valid conclusions, interpret information and deal with abstract variables for unique or unfamiliar situations			X	

Environmental Conditions	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs/day)	Frequently (activity or conditions exist 2.5-5.5 hrs/day)	Constantly (activity or conditions exist 5.5+ hrs/day)
Weather And Temperature	Protection from weather conditions but not necessarily from temperature changes	X			
	Subject to outside environmental conditions – no effective protection from weather	X			
	Activities occur inside and outside	X			
	Subject to extreme cold (typically below 32°)	X			
	Subject to extreme heat (typically above 100°)	X			
Atmospheric Conditions	One or more of the following conditions that affect the respiratory system of the skin: fumes, odors, dusts, mists, gases, or poor ventilation	X			
	Worker is required to wear a respirator	X			
Noise	Sufficient noise to cause the worker to shout in order to be heard above the ambient noise level	X			
Vibration	Exposure to oscillating movements of the extremities or whole body	X			
Hazards	Proximity to moving mechanical parts, moving vehicles, electrical current	X			
	Working on scaffolding and high places	X			
	Exposure to chemicals	X			
	Exposure to oils: air and/or skin exposure to oils and other cutting fluids	X			
	Worker is required to function in narrow aisles or passage ways	X			
	Worker is exposed to infectious diseases	X			
	Worker is required to function around prisoners or mental patients	X			

Physical Requirements Checklist

SEDENTARY

- Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body.
- Sitting most of the time.

LIGHT

- Exerting up to 20 pounds of force occasionally and/or a negligible amount of force constantly to move objects.
- Use of arm and/or leg controls requiring greater exertion of force than for sedentary work, and worker sits most of the time.

MEDIUM

- Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

HEAVY

- Exerting up to 100 pounds of force occasionally and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

VERY HEAVY

- Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force constantly to move objects.

This job description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. It does not imply that all positions within this class will perform all the duties listed, nor does it attempt to list all possible duties that may be assigned.

This job description does not constitute an employment agreement between the employer and employee and is subject to revision by the employer as the needs of the employer change and/or requirements of the job-related duties expand or are updated.

Approved by: _____
Hiring Authority Signature and Date

Employee: _____
Employee Signature and Date