

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Claims and Finance Director
PROGRAM: 1115
SUPERVISED BY: Senior Director of Medicaid Operations
STATUS: Full-time/salaried/exempt
UPDATED: 3/25/2022

Catholic Social Services is a mission driven, trauma-informed, non-profit agency committed to compassionately serving the poor and those in need, strengthening individuals and families, and advocating for social justice.

JOB SUMMARY:

This position oversees all aspects of the Catholic Social Services behavioral health program claims billing and supervises the billing staff. This position ensures billing compliance with the Alaska Medicaid state plan and 1115 Waiver Services, and other health plans.

Minimum Qualifications:

- Bachelor's degree: business, accounting, or finance strongly preferred.
- Four or more years of combined medical or behavioral health billing and management experience.
- Certified Professional Coder (CPC) preferred.
- Employment is contingent upon receipt of a satisfactory state and federal background check.
- Possess a valid Driver's License

Duties and Responsibilities:

- Maintains billing records according to Catholic Social Services billing policies, procedures and privacy, and security standards.
- Maintains current knowledge of billing requirements and system practices.
- Monitors and coordinates group and provider enrollment for Medicaid, Medicare, Tri-Care/VA, and all 3rd party payers to support billing.
- Effectively and professionally communicates and coordinates with other departments, clients, and third-party payers regarding the revenue cycle process to ensure compliant billing practices.
- Manages, assists, and executes department functions to include coding, posting, adjusting claims, filing claims with appropriate documentation attached, contacting payers for claims status, following up with denials and/or partial payments, processing appeals and refunds.
- Reviews and approves submitted appeals and refunds.
- Ensures accurate coding on claims, recognizes coding errors, and takes the necessary steps to correct the errors.
- Prepares reimbursement performance reports by collecting, analyzing and summarizing data and trends on a regular basis and presents reports to leadership.
- Utilizes A/R reports to identify accounts in need of immediate follow up to ensure timely

- payments.
- Provides coaching and training for staff
- Provides guidance for collections and accounts receivable to resolve difficult accounts.
- Maintains and tracks accuracy rates for the revenue cycle.
- Reconciles month end accounts receivable to financial deposits in a timely manner, provides monthly reconciliation report summary with system generated supportive reports, and identifies and explains any reconciliation discrepancies.
- Conducts internal audits to provide quality assurance and identifies any risk management issues.
- Employees are expected to embrace, support and promote the core values of respect, integrity, trust, compassion and quality that align with Catholic Social Services' mission and vision through their actions and interactions with all patients, staff, and others.
- Conforms to Catholic Social Services' policies, strict employee confidentiality, HIPAA and 42 C.F.R. Part 2 regulations.
- Perform related duties as needed and assigned.

Knowledge and Competencies:

- Knowledge of regulations and guidelines pertaining to compliant billing practices.
- Knowledge of medical terminology and behavioral health terms.
- Knowledge of medical record forms, formats, filing system, and standard codes to establish, analyze, locate, and maintain records.
- Knowledge of ICD-10, CPT, and HCPCS codes.
- Knowledge of applicable privacy and security laws is required as use of personal information and patient records is an integral part of the position and privacy of individuals must be protected to the fullest.
- Knowledge and proficiency in electronic billing software and electronic payment posting.
- Ability to research, analyze and summarize various types of billing data.
- Ability to translate technical terminology for understanding by non-technical audiences.
- Ability to read, analyze and interpret practice standards, professional journals, technical procedures and federal, state, and local standards, regulations, and requirements.

Physical Requirements: Ability to lift 25 lbs.

Training Requirements: Agency and department orientation and trainings as required. Attend all staff meetings and in-service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____