

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Claims and Billing Clerk
PROGRAM: 1115
SUPERVISED BY: Claims and Billing Director
STATUS: Full-time/hourly/non-exempt
UPDATED: 7/27/2022

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 is responsible for all aspects of the Catholic Social Services behavioral health program claims billing in compliance with the Alaska Medicaid state plan and 1115 Waiver Services, and other health plans.

Minimum Qualifications:

- A high school diploma or GED equivalent.
- At least one year of medical or behavioral health billing experience preferred.
- 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:

- Responsible for claims submission.
- Ensures accurate coding on claims, recognizes coding errors, and takes the necessary steps to correct the errors.
- Troubleshoots billing errors for correction and resubmission.
- Prepares documentation to support appeals and refunds.
- Support resolution of billing related complaints and concerns.
- Demonstrates sound work ethics, flexible, and shows dedication to the position.
- Demonstrates a positive attitude, is respectful, and possesses cultural awareness and sensitivity toward clients and co-workers.
- Keeps customer service and the mission of the organization in mind when interacting with all patients, clients, co-workers, and others.
- Expected to be prepared to start shift on time, meet attendance standards, and work the hours necessary to perform the essential functions of the job.
- 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 customer service concepts and practices.
- Knowledge of business office administrative procedures, use and operation of standard and complex office equipment.
- 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 perform duties with a high degree of autonomy.
- Ability to communicate effectively orally and in writing.
- Ability to manage multiple tasks, projects, and demands efficiently and effectively.
- Skill in operating standard office equipment and a personal computer utilizing a variety of software applications.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in analyzing and problem solving.

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: _____