

Job Title: Billing Associate
Effective Date: Immediate
Reports To: Billing Manager
Exemption Status: Non-Exempt
Location: Oak Ridge, TN

Objective: A non-exempt position responsible for providing superior customer service to physician practice clients in regards to all medical billing functions.

Essential Functions:

- > Prepares and submits clean claims to various insurance companies either electronically, paper, or clearinghouse.
- > Answers questions from patients, clerical staff, and insurance companies.
- > Identifies and resolves patient billing complaints.
- > Prepares, reviews and sends patient statements
- > Evaluates patient's financial status and establishes budget payment plans. Follows and reports status of delinquent accounts.
- > Reviews accounts for possible assignment and makes recommendations to the billing manager also prepares information for the collection agency.
- > Performs various collection actions including contacting patients by phone, correcting and resubmitting claims to third party payers.
- > Processes payments from insurance companies and prepares a daily deposit.
- > Participates in educational activities and attends monthly staff meetings.
- > Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations

QUALIFICATIONS

- > High School Graduate
- > Some college coursework preferred
- > Two years' experience and working knowledge in medical billing functions of third party payer systems including Medicare, Medicaid, and commercial insurance.
- > Previous experience in operation of office machinery including a copier, fax, computer and printer preferred.
- > Proficiency in Microsoft products including excel, word and outlook.

