**Position Description**

**MEDICAL/DENTAL BILLING CLERK**

**Reports To**: Chief Financial Officer **Prepared By**: Human Resources

**FLSA Status**: Full-Time, Non-Exempt **Salary Grade**: $22.68/hour

**Revised Date**: January 23, 2023 **Board Approval:** February 1, 2023

**POSITION SUMMARY:**

Under the direction of the Chief Financial Officer, The Medical/Dental Billing Clerk will be responsible for all billing functions for the Medical and Dental Department. They will assure accurate and timely billing of Medicare, Medi-Cal and other third-party vendors. They will also follow up on disputed or denied claims and take appropriate action to resolve issues. The Medical/Dental Billing Clerk must be able to communicate will and be able to establish rapport with patients and their families. The Medical/Dental Billing Clerk must be sensitive to the needs of the Indian Community; its cultures, traditions, behavior patterns, and background. The Medical/Dental Billing Clerk must be familiar with the goals and objectives of the Health Center, also maintains genuine enthusiasm for the success of TRIHCI’s health programs and consequently exercises a strong sense of stewardship in developing and maintaining community relations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Assure the accurate and timely billing of all patient charges;
2. Verify the billing information is accurate and update;
3. Keeps current with regulations for Medicare, Medi-Cal and private insurance companies;
4. Verify medical coding for accuracy;
5. Follow up on denials or requests for information from Medi-Cal or other insurance companies, in a timely manner, and reviews all Explanation of Benefits (EOB);
6. Communicates with supervisor on any billing problems or irregularities;
7. Assist in the preparation of annual cost reports;
8. Liaises with data entry personnel to assure information accuracy;
9. Posts Medi-Cal, Dental and EMS payments into the appropriate billing system;
10. Ensure HIPAA Compliance.

### Additional Responsibilities may include:

a) Participate in all required staff meetings including any necessary trainings.

b) Perform general office duties or other responsibilities as needed and assigned.

**Qualifications**: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed here are representative of the knowledge, skills, and/or abilities required. In accordance with the Americans with Disabilities Act (ADA), reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**1)** Must have good communication skills, be able to effectively communicate with diverse populations, and be willing to convey responsibilities to patients.

**2)** Demonstrate the ability to work independently in carrying out assignments while remaining reliable and dependable.

**3)** Demonstrate professional competency in office abilities, including the maintenance of confidentiality.

**4)** Possess basic computer and database software operation knowledge and demonstrate a working knowledge of routine office hardware and equipment (e.g. printers, copiers, fax machines, etc.).

**5)** Must demonstrate the ability to maintain accurate records and preparing clear and accurate reports for informational, auditing, and operational use, including capacities for attention to detail and for reviewing and verifying accuracy of data.

**6)** Possess the ability to organize and follow one’s own work schedule (i.e. setting priorities, being available during work hours, and meeting critical deadlines).

**7)** Possess the ability to perform well in group problem-solving situations and use reason even when dealing with highly emotional topics.

**8)** Possess the ability to become knowledgeable of health needs and services provided to the Indian community both on and near the reservation.

**9)** Demonstrate the competency and integrity to maintain the confidentiality of organizational, employee, and client records.

**10)** Possess the ability to deliver effective training and presentations on technical subjects to large and/or small groups of various educational and cultural backgrounds.

**11)** Possess knowledge of federal, state and local laws and regulations governing record keeping

**12)** Must know 10-key by touch, able to type 45 wpm with minimal errors with a typing certificate affirming typing speed that is less than 90 days old.

**EDUCATION AND/OR EXPERIENCE:**

1. A high school diploma or equivalency is required for this position.
2. One year working knowledge of EMS, Medical or Dental Billing and coding for any health programs, OR equivalent related experience.
3. Previous Knowledge of CPT and ICD-9 & ICD-10 coding systems; coding certification preferred.

**CERTIFICATES, LICENSES, REGISTRATIONS**

A current California driver’s license and a good driving record are required for this position.

**PREFERRED QUALIFICATIONS AND CONTINGENCIES**

TRIHCI maintains a drug- and alcohol-free workplace, and all offers of employment are contingent on the successful completion of a criminal background check, a post-offer drug test and physical and TB test and verification of each candidate’s right to work in the United States.

Preference in hiring is given to qualified American Indians in accordance with the Indian Preference Act (Title 25, U.S. Code, § 472 & 473). Applicants claiming Indian Preference must submit Indian verification, certified by Tribe of affiliation or other acceptable documentation of Indian heritage.

**Physical Work Environment**: *The description provided here is representative of those conditions in which the Medical/ Dental Billing Clerk will be required to perform the essential functions of this position. As stated earlier, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

While performing the duties of this position, the Medical/ Dental Billing Clerk is situated in a standard office environment within the health center, where there is little or no exposure to variations in the weather or other similar elements. The Medical/ Dental Billing Clerk will move throughout the health center to meet with supervisors and co-workers but maintains no-direct patient/client contact. Consequently, the Medical/ Dental Billing Clerk must:

1. Possess the mobility to work in a standard office setting (i.e. walk, stand, or sit for extended periods of time);
2. Posses the ability to use standard office equipment to write, type, copy, fax, or perform other duties;
3. Possess the strength to lift and carry supplies weighing up to 15 lbs repeatedly and up to 45 lbs intermittently;
4. Possess the visual acuity to read printed materials and a computer screen; and
5. Demonstrate hearing and speech capabilities that allow him/her to communicate in person and over the telephone as required.

The clinical setting at TRIHCI is categorized by OSHA as a Blood-borne Pathogen Category I facility. Consequently, there exists the potential for exposure to blood, body fluid/tissue, and infectious wastes. There also exists the potential for exposure to chemicals, biologicals, toxicants, and irradiants found on-site.

### Disclaimer:

*This position description lists the major duties and requirements for the Medical/ Dental Billing Clerk position as established by subject-matter experts and the Human Resources Manager at the time of this document’s creation. This position may require additional performance of duties and responsibilities beyond those outlined in this document, and thus may require additional sets of knowledge, skills, and abilities not fully articulated herein.*

### Employee Affirmation:

*I have thoroughly read the attached position description for the position of Medical/ Dental Billing Clerk. Any verbal explanations that I have requested concerning the information in this position description have been provided me to my satisfaction. I subsequently affirm that I am qualified to occupy this position with TRIHCI and I agree to perform the duties and responsibilities outlined therein.*

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| **Employee Name (Print)** |
| **Employee Signature** |
| **Date** |