

JOB TITLE: Medical Billing Specialist
DEPARTMENT: Billing
FLSA STATUS: Non-Exempt
REPORTS TO: Revenue Cycle Manager



ABOUT THE COMPANY:

Richmond Gastroenterology Associates, Inc. (RGA) has been serving the greater Richmond community since the late 1970s. We provide superior service at every encounter, every day. We are Passionate about Prevention.

COMPENSATION & BENEFITS:

RGA is an *Equal Employment Opportunity* employer. We value our employees' time and talent and offer a competitive compensation and benefits package for full-time employees, which includes medical, dental, vision, basic and optional life insurance, long-term disability, flexible spending accounts, health savings account, 401(k) profit sharing, paid holidays, paid time off, tuition reimbursement, a competitive salary, and an enjoyable work environment.

ABOUT THIS POSITION:

The Medical Billing Specialist enters charges into the practice management system to be reflected on claims for submission to payors. Interacts with patients, referring physicians, and third-party carriers about patient account-related issues. Works with others in a positive team environment and is sensitive to the interrelationship of all people and functions within the company.

ESSENTIAL JOB DUTIES:

The Essential Job Functions are:

- Enters charges into the practice management system accurately and by information reflected in clinical documentation including but not limited to CPT/modifiers, diagnoses, providers, units provided, and service location.
- Works with payors to appeal denied claims or respond to missing claims.
- Files appeals according to payor guidelines and with all pertinent documents and clinical documentation using payor websites and available technology.
- Organizes and prioritizes work as directed and in a way that most benefits RGA.
- Collects co-payments and payments on account from patients when they present to Business Office, or by phone.
- Answers inbound phone calls to the Business Office and assists in an appropriate and timely manner to patients and/or internal customers regarding patient accounts.
- Provides information to Medical Billing Supervisor or Revenue Cycle Manager regarding problems/issues encountered during claim submission or insurance follow-up.
- Assists in resolving systemic claims/payment issues as needed.

Responsibilities related to Compliance and Work Habits:

- Maintains applicable licensure and/or certifications.
- Upholds patient confidentiality, HIPAA, and OSHA rules and regulations.
- Maintains a safe work environment.
- Timely completion of all compliance training and testing.

Responsibilities related to company mission, culture, and engagement:

- Actively engage in RGA C.A.R.E.S. – Compassion, Accountability, Respect, Empowerment, and Service.
- Actively participate in achieving the company's Mission, which is to optimize the health of our patients and community by providing compassionate, state-of-the-art care to adults with digestive and liver disease.

- Adhere to the company's Code of Conduct, to conduct business with honesty and integrity, and in an appropriate manner for services provided, while ensuring that its business arrangements comply with relevant state and federal statutes and regulations.
- Consistently work on ways to engage our patients, improve their care experience, and maintain strong relationships with referring physician offices and other referral sources. Share Patient Satisfaction Surveys with staff and physicians, as a tool to improve care delivery and the patient experience.
- Create an environment of trust and healthy working relationships.
- Exemplify a "can do" attitude and commitment to excellence.

QUALIFICATIONS & CERTIFICATIONS:

- High school diploma or equivalent.
- 1-2 years of experience in a medical billing setting.
- Knowledge of medical terminology and CPT and ICD10 coding.
- CPC or CCS-P preferred.
- Exceptional customer service and communication skills, verbal and written.
- Excellent computer skills and experience with MS Office Word, Excel, and Outlook.
- Ability to multi-task in a fast-paced environment.
- Knowledge of gGastro is a plus.
- Ability to multi-task in a fast-paced environment.

MENTAL AND PHYSICAL REQUIREMENTS:

- Ability to work well under pressure with diverse groups of professionals and physicians.
- Ability to multi-task in a fast-paced environment, which may include frequent interruptions.
- Must demonstrate sensitivity to cultural differences within the team and community.
- Work may involve prolonged periods of sitting, standing, reaching, and the ability to push or pull items weighing 30 pounds or less.
- Required to operate a computer keyboard, mouse, and monitor.

The above description is meant to describe the essential functions of the position. Workflow expectations may change from time to time. This job description is not meant to capture every step or every change in the Medical Billing Specialist's daily workflow.

My signature below acknowledges that I have received a copy of this document and that I understand the requirements and expectations of my role.