

Billing/Collections Specialist

Community Healing Centers – Kalamazoo, MI

APPLY ON INDEED

JOB DESCRIPTION

Job Title: Billing/Collections Specialist-EU CHCMI

Position Reports To: Controller

Supervision Exercised: None

General Statement of Duties:

The Billing Specialist is responsible for working with past due patient and insurance accounts. The Billing Specialist prepares regular statements and aging reports regarding client and insurance payments. **PLEASE, INCLUDE A CONTACT PHONE NUMBER AND AN EMAIL ADDRESS ON YOUR RESUME.**

Tasks / Responsibilities:

Duties of the Billing Specialist include, but are not limited to the following:

- Review client accounts and charge the client accordingly to agree with explanation of benefits such as deductibles, co-pays and rate adjustments for contracted rates with insurance companies.
- Do work sheets for clients when they are questioning the charges and balances on their account, or if front desk requests clarification of charges and/or balances..
- Run aging reports regarding clients and insurance companies, taking appropriate measures to collect monies due to the agency
- Review accounts when a refund is due to client or insurance company. Prepare a check request along with a printed ledger of the client's account.
- Call insurance companies for verification and eligibility of clients when needed.
- Review and call insurance companies on all unpaid claims
- Resubmit insurance claims as needed.
- Send letters of appeals to insurance companies as needed.
- Review past due client balances. Send letters to clients in regards to their past due accounts. Track payments received for past due accounts
- Keep record of correspondence and note on billing system any necessary information. File all client and insurance company correspondence.
- Send past due client accounts to collections and work with the collection agency in regards to these accounts.
- Review and maintain credentialing for all therapists.
- Submit secondary payer claims.
- Maintain positive working relationships with all agency programs and staff and with outside entities and staff.
- Perform other duties as defined by the Team Leader and Chief Financial Officer.

Required Qualifications / Competencies:

Education: High school graduate required

Bachelor's Degree *preferred*

Required Job Knowledge and Skills:

Experience: Office experience and computer literacy.

Minimum of three years in insurance billing.

Interpersonal Skills: Ability to interact with insurance companies/clients in a competent fashion. Detailed oriented, able to work independently. Computer knowledge a must.

• EEO Statement

It is our policy to provide equal employment opportunities to all qualified individuals without regard to race, color, religion, gender, gender identification, sexual orientation, age, national origin, height, weight, marital status, veteran status or mental or physical disability in accordance with all applicable Federal, State and local laws and ordinances.