



9401 W. Brown Deer Road Ste. 101 • Milwaukee, WI 53224 • (414) 365-9900 • (866) 950-4400 • info@emsmedicalbilling.com

EMS MEDICAL BILLING ASSOCIATES POSITION DESCRIPTION

POSITION TITLE: BILLING SPECIALIST

DEPARTMENT: BILLING

REPORTS TO: BILLING SUPERVISOR

JOB SUMMARY:

To provide service to customers and clients as a liaison between the company and the patient and the patients family. Serve as a resource to attorney's and insurance companies that are inquiring about a specific incident or patient. File the proper paperwork for the purpose of billing for services to the various payers.

ESSENTIAL DUTIES:

- Provide assistance to customers on an as needed basis for the purpose of enhancing their overall experience with Paratech Ambulance Service.
- Process claims for insurance, HMO's and title 19, title 18, auto insurance, etc., for the purpose of accurate submission to optimize reimbursement.
- Process returned mail and determine the reason for return. (i.e. wrong insurance information, birthdates, S.S. numbers, name spelling, etc.)
- Prepare and forward PCS documents to Physicians to expedite reimbursement.
- Search and file probate notices and file with the appropriate court systems.
- Process the proper paperwork as a result of the transport of prisoners.
- Provide clear requests to operations regarding the necessary missing information for processing of billing paperwork.
- Scan documents as necessary for the purpose of creating a permanent company record in the database.
- Preparation of claims to submitted utilizing electronic billing format.
- Provide back-up support to the Administrative Assistant regarding answering of company phones.
- Be able to answer billing related questions over the phone or when customers walk into the office.
- Be able to type and have necessary keyboarding skills to perform other aspects of the position without difficulty.
- Perform filing as assigned or needed.

NON-ESSENTIAL DUTIES:

- Maintain a high degree of flexibility to allow for management of various issues as they are presented.

- Performs related functions as assigned.

MATERIALS AND EQUIPMENT USED:

- Microsoft software products; i.e. Word, Excel, Power Point, Access and Publisher.
- Other related software as used in company related business, such as Sanitas billing, hummingbird doc-scanning, crystal reports.
- General office equipment to include computers, calculators, etc.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- High School diploma or equivalent.
- One (1) to two (2) years experience with medical insurance processing, preferable.
- One (1) year experience in customer service related field.
- Courses in medical terminology and typing desirable.

Licenses and Certifications:

- Valid Wisconsin Driver's license.

Knowledge, Skills and Abilities:

- Have excellent reading skills with attention to detail a must.
- Possess excellent communications skills with a pleasant speaking voice.
- Must be willing to "go the extra mile" for customers to resolve their issues.
- Basic understanding of ICD – 9 codes and or condition codes.
- Must possess the ability to perform multiple tasks at the same time.
- Must be able to work with frequent interruptions and with little or no direct supervision.

PHYSICAL DEMANDS:

- Lifting of at least 30 pounds on an infrequent basis.
- Intermittent standing, walking and sitting.
- Communicating orally in a clear manner.

This position description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

I have read the above position description and understand the duties and responsibilities of the position.

Associate Name (Please Print)

Date

Associate Signature