

Code: 1112

Title: MEDICAL BUSINESS OFFICE SUPPORT SPECIALIST

SUMMARY: Provides clerical support to specific functions of the Pima County Health Care System primarily in the areas of medical billings, collection, patient accounts follow-up and reconciliation of Accounts Receivable.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Reviews and submits claims to third-party payer assuring accuracy of data to expedite claims processing and payment;
Processes all correspondence from third-party payers and takes appropriate action to resolve noted discrepancies in a timely fashion;
Processes contractual adjustments per contract terms or regulatory requirements;
Posts payments and denial reason codes to individual patient accounts;
Prepares cash deposits for patient accounts;
Follows up and expedites payment via Payer-Unit specific protocols;
Handles and resolves patient inquiries relating to individual claims and/or statements;
Reviews and resolves denials in accordance with internal procedures;
Maintains appropriate records and logs regarding billing, collection and account reconciliation;
Receives, screens, directs and provides routine information in response to phone calls regarding accounts;
May compile statistical data to prepare periodic reports for internal use and submittal to regulatory agencies.

KNOWLEDGE & SKILLS:

Knowledge of:

- HCPCS, CPT-4 and ICD-9 codes and medical terminology;
- billing requirements and values for governmental and non-governmental payers;
- UB-92 and HCFA 1500 codes;
- bookkeeping principles and practices;
- automated medical record keeping and filing systems.

Skill in:

- interpreting codes and medical terminology;
- recognizing and setting priorities for processing medical documents;
- entering and retrieving patient information from a computer database;
- 10-key operations;
- establishing and maintaining effective working relationships.

MINIMUM QUALIFICATIONS:

One year of hospital billings experience including six months of UB-92 and HCFA 1500 experience.

OTHER REQUIREMENTS:

Special Notice Items: All positions require that employees be free from communicable disease; tuberculosis (TB) and measles/mumps/rubella (MMR) test will be conducted. Hepatitis B vaccine will be provided.

Physical/Sensory Requirements: Physical and sensory requirements will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

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