



# ESCAMBIA COMMUNITY CLINICS, INC.

A FEDERALLY QUALIFIED HEALTH CENTER  
Proudly providing healthcare since 1992

<b>Job Title:</b>	Billing Specialist
<b>Reports To:</b>	Director of Billing & Contracts
<b>FLSA Status:</b>	Non-Exempt
<b>Days/Hours of Work</b>	A typical workweek is Monday – Friday, 8:00a.m. – 4:30p.m. however the position may be required to work flexible hours, additional hours and some weekends.
<b>Location</b>	Escambia Community Clinics, Inc., Main Site

## JOB PURPOSE

The Billing Specialist is responsible for ensuring the billing processes in effect are accurately and thoroughly monitored and performed. Responsible for maintaining current billing information related to patient accounts. The Billing Specialist is responsible for ensuring the billing software data systems utilized by Escambia Community Clinics is current and accurate to meet the requirements of the insurance and payers for services rendered by the ECC clinicians.

## ESSENTIAL FUNCTIONS

Through scheduled and consistent auditing of the billing processes and procedures, ensures the billing and coding for clinical services are correct, timely and complete;

Skill and ability in putting together data and reports and presenting information as needed regarding the state of ECC billing;

Ensure the billing for patients and insurance companies is up to date and accurate;

Collect and compile claims data and when needed, submit claims to insurance companies;

Working directly with the insurance company, healthcare provider, and patient ensure claims are processed and paid;

Reviewing unpaid and denied claims and work with patient, provider(s), insurance companies and accounting department to resolve claim;

Verify patients' insurance coverage;

Answer patients' billing questions;

Working with ECC billing and collections vendor, ensure unpaid accounts are resolved

Process, review and research claims utilizing multiple access options including telephone, websites, web portals, etc. ;

Apply understanding of Explanation of Benefits (EOB);

Ability to work independently and with team members;  
Understand and apply knowledge of current CPT, HCPCS and ICD10 coding guidelines;  
Apply data entry codes and charges;  
Process A/R follow-up with insurances by working denials and rejections;  
Strong telephone communication skills;  
Reviewing of EOB's for proper reimbursement;  
Review EOBs, verifying patient coverage and assist with patient billing inquiries;  
Review unpaid and/or denied claims and submit appeals as needed;  
Perform other billing tasks as assigned;  
Other tasks as needed to ensure the continued functioning of the organization.

### **QUALIFICATIONS**

Excellent computer skills with proficiency using Microsoft Office.  
Exceptional customer service and both verbal and written communications skills.

### **OTHER DUTIES**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### **MINIMUM REQUIREMENTS**

Excellent computer skills with proficiency using Microsoft Office Suite products;  
Current FL driver's license;  
Resource and ability to travel to other ECC site locations, conferences and trainings as required for the position;  
Two (2) years current experience working with medical billing .

### **PREFERRED EDUCATION AND EXPERIENCE**

Certified (or eligible) in medical insurance billing (CPB).  
Understanding, knowledge and experience of medical fundamentals pertaining to terminology, billing and coding practices.  
Two (2) years experience in an FQHC or non-profit and/or healthcare setting;

### **KNOWLEDGE, SKILLS AND ABILITIES**

High degree of accuracy and detail orientation.  
Strong written and verbal communication skills.  
Ability to work independently without supervision and effectively as a team member.

### **WORKING ENVIRONMENT**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **PHYSICAL REQUIREMENTS**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Must be able to travel as required to work with staff and clients, meet with consultants, and to participate in conferences.

### **EXPECTATIONS AND COMPETENCIES**

**Behave ethically:** Understand ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and align with the values of the organization.

**Build Relationships:** Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.

**Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.

**Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.

**Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

**Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.

**Organization:** Set priorities, develop a work schedule, monitor progress towards goals, and track details/data/information/activities.

**Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.

**Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve problem.

#### AT- WILL EMPLOYMENT

**ECC is an At-Will employer. This means that either you or ECC can end your employment relationship at any time, for any reason, or no reason, not prohibited by law unless you have signed a written employment contract as agreed to by the Executive Director of ECC.**

#### ACKNOWLEDGMENT

My signature below attests and acknowledges that I have received and accepted this job description and I am responsible for performing the duties as written.

\_\_\_\_\_  
Employee Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

Approved By:	
Date Approved:	
Created by:	