



JOB TITLE: MEDICAL BILLING ANALYST (MBA)
REPORTS TO: EXECUTIVE DEPT. ADMIN, DIRECTOR OF OPERATIONS, EXECUTIVE COORDINATOR
SUPPORTS: EXECUTIVE COORDINATOR, SCHEDULING LEADS, PCCs, PROVIDERS
JOB TYPE: Full-time, non-exempt

OVERVIEW: The Medical Billing Analyst will have excellent customer service and phone skills. This position is responsible for many areas in the Practice's revenue cycle management, including discussing patient cost share responsibilities to patients, coding claims, submitting clean claims, reviewing medical documentation, auditing reports, following up on Accounts Receivable items, helps to maintain current flow of revenue, and works closely to problem-solve claim issues with our payors. The MBA will demonstrate strong auditing and problem-solving skills. The MBA is also responsible for processing and submitting reports pertaining to billing practices.

RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time with reasonable accommodation.

- Anticipates problems, critical issues and/or opportunities within the billing department and acts accordingly.
- Understands how to post payments and charges into the Athenahealth system.
- Understands and processes clean claims electronically and manually.
- Answers billing questions, concerns from patients, office/clinic staff, and insurance companies.
- Register and creates new Patients in the Athena system.
- Documents notes and requests from inbound or outbound calls with the patients inside of Athenahealth.
- Verifies patient information: DOB, Insurance, address, phone number, care team members.
- Conduct outbound calls to patients that who have outstanding balances and collects over the phone.

- Maintaining and actively works A/R for their assigned providers.
- Processes claim re-submissions when appropriate.
- Maintains strict confidentiality with patient information and company practices.
- Processes secondary insurance claims, when appropriate.
- Understands and can look up cost for services for Self-Pay patients.
- Submit medical records request for insurance companys, including operative reports, clinic notes, etc.
- Understands and actively works collections accounts.
- Understands and submits patients to collections when approved.
- Has a strong knowledge of insurance practices, plans and processes to follow-up on claims, benefits, and eligibility as needed.
- Merges multiple Athenahealth accounts for the same patient into one patient.
- Creates, runs, delivers, and/or supports reporting within Athenahealth, such as the Zero pay report.
- Other tasks as they are assigned.

MINIMUM POSITION REQUIREMENTS:

Education & experience: High school diploma or GED. Associates or Bachelor's Degree highly preferred. Billing experience working in a medical practice is desired, at least 2 years.

Special Skills/Equipment: Bilingual English/Spanish is a plus. Must provide proof of current driver's license and auto insurance. Traveling may be required between clinics and admin offices.

Expectations: Attendance and punctuality is necessary. Ability to work well with a multidisciplinary team. Ability to problem solve and be self-motivated. Must have a commitment to excellence and high standards. Must have excellent written and oral skills, strong organizational, problem-solving and analytical skills. Must have ability to multitask, manage priorities and workflow. Required to have versatility, flexibility and a willingness to work within constantly changing priorities with enthusiasm and have acute attention to detail. Able to operate computer software with training. Expected to have strong interpersonal skills and have the ability to understand and follow written/verbal instructions. Able to work independently with little or no supervision. Required to

have the ability to deal effectively with a diversity of individuals at all organizational level and with external customers.

Physical Requirements and Work Environment: **The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.* Ability to operate office requirement, including computer and copier equipment. Must be able to sit or stand for long periods of time, with occasional walking. Ability to bend and lift up to 25 pounds. Hearing and vision required.

SALARY/BENEFITS:

Compensation depends on experience and is competitive. Competitive benefits package: paid holidays, PTO, medical/dental/vision insurance, AD&D insurance, travel reimbursement, employee assistance program.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. My signature below is to acknowledge that I have received a copy of this job description. I have read and I understand the information contained herein. If I have any questions about the content of this job description, I can contact my Supervisor/Manager or Human Resources.

Employee Name (please print)

Employee Signature

Date