



Center for Pediatric Medicine

Our Family Caring For Yours

- **POSITION**
- Billing Manager
- Employment Status: 32 hours a week
 - Full Time= 30 hours or more
 - Part-time= under 29 hours
- **DEPARTMENT / SECTION**
- Management
- **Compensation**
- TBD
- **REPORTS TO**
Chief Operating Officer (Matthew Carreira)

OBJECTIVE:

The billing manager will be joining a friendly pediatric medical office. The billing manager serves as a liaison to the senior management team; organizes and coordinates billing outreach and oversees special projects. The billing manager must be creative and enjoy working within a team-oriented environment that is mission-driven, results-driven and community oriented.

PRIMARY RESPONSIBILITIES:

- Ensure billing and coding for all current and new medical service lines are accurate, consistent, and maximize revenue opportunities. Evaluate, report on, and improve results after implementation of new services or payers.
- Report and resolve payment and system issues with urgency, escalating if needed and putting processes into place to prevent similar future issues.
- Ensure everyday the billing staff and team have scrubbed all the superbills and have sent them to the clearinghouse.
- Plan, implement, evaluate, and administer all Revenue Cycle strategies and processes, including authorization, eligibility and benefits verification, claims submission, payment posting for ERA's, denial management, accounts receivable follow-up, reporting and aged claims.
- Analyze current and potential contracts in terms of costing, volume, and reimbursement rates and use findings to drive contract strategies.
- Sent Patient statements and collections monthly- apply all patient and family credits prior to sending out statements.
 - Employee must collaborate with the collection agency, provide authorization for collections agency to initiate small claims actions etc.
- Respond and research patient inquiries.
- Daily batch total balanced.

- Ensure ongoing knowledge and compliance with all contracts beyond initial implementation and throughout the full revenue cycle.
- Monitor, respond to, and communicate changes in billing requirements, regulations, and reimbursement rates, and maintain provider enrollments with payers.
- General pediatric knowledge.
- Monitor accounts with payment plans.
- File bankruptcy reports in patient's accounts. Discharge any small open debts. Families that file for bankruptcy protection that has large balances, file court reports to participate at bankruptcy hearing.
- Update & enter in OP (EMR) all information that has to do with billing, such as new codes, prices changes/increases, etc.
- Increase revenue through the proper billing channels.
- Works with management assure billing is being completed properly.
- Participate in projects or other duties as assigned.
- Processing Payments/ensure billing staff/team is completing all payments in a timely manner.
- Willing to work effectively with other departments.
- Familiar with Windows/Word/Power Point Etc.
- Excel Knowledge is required.
- Credentialing Experience Preferred, CAQH updates
- Must be aware of Out of Network Limitations.
- Comfortable presenting account status to senior the CEO and or COO.

ADDITIONAL RESPONSIBILITIES:

- Responsibility for managing the billing department and staff
 - Monthly staff schedules must be sent to the COO monthly
 - Responsibility for overseeing all paid time off for the billing department in compliance with the CPM handbook.
 - Completely monthly or quarterly staff reviews (No financial decisions will be made by the manager; just improvements and praises on a billing stand point).
- Monitor insurance incentive programs (NCQA, PHO and CSMS)
- Provide reimbursement analysis/reports to COO monthly.
- Resolve billing software issues with OP, insurance companies and clearinghouse.

SKILLS:

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Very strong interpersonal and customer service skills.
- Must possess superior organizational skills.
- Expert level written and verbal communication skills.
- Detail oriented, meticulous.



Center for Pediatric Medicine

Our Family Caring For Yours

- Demonstrated proactive approaches to problem-solving with strong decision-making capability.
- Highly resourceful team-player, with the ability to also be extremely effective independently.
- Proven ability to handle confidential information with discretion.
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast paced environment.
- Forward looking thinker, who actively seeks opportunities and proposes solutions.
- Ability to multi-task.
- Use of computers and software programs (EXCEL, WORD, POWERPOINT, EMR)

REQUIREMENTS:

- Experience: 5 Years as a billing manager (Medical Billing and or coding experience)
- Experience working in the medical field.

32 hours

Monday: OFF

Tuesday: 8:30AM – 5:00 PM

Wednesday: 8:30AM – 5:00 PM

Thursday: 8:30AM – 5:00 PM

Friday: 8:30AM – 5:00 PM