



## Job Description

**Job Title:** Senior Services Biller  
**Department:** Business Office  
**Reports To:** Director of Revenue Cycle  
**FLSA Status:** Nonexempt  
**Prepared By:** Human Resources  
**Prepared Date:** 6/7/2021  
**Approved By:** Director of Revenue Cycle  
**Approved Date:** 8/18/2021  
**Revised Date:** 08/09/2023

### SUMMARY

Provides patient account services to all senior services residents, tenants, and clients. Prepares and submits bills to third-party payers and mails statements to patients. Answers inquiries regarding insurance and/or billing concerns and follow-up with peer source when needed. Is responsible for insurance follow-up and preauthorization's. Ensures ABN's are provided on-time and assists with county applications as required.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Prints and mails or electronically submits insurance claims in a timely manner.

Coordinates monthly patient statements with statement clearing house.

Answers patient questions regarding statements, insurance claims, and payments.

Telephones insurance companies as necessary to obtain prompt settlement of insurance claims.

Monitors and communicates findings regarding the aged trial balance reports to ensure timely insurance claims processing.

Reviews rejected claims.

Process insurance refunds.

Logs patient account activity in computer or paper file.

Advance Beneficiary Notices (ABN)

Ability to work with residents/patients and their families and answer questions, provide understanding and educate about senior service billing process.

Able to educate/train staff regarding senior service billing functions.

Prepares bills for Home Care, Assisted Living, Villa and Long-Term Care services.

Manages billing module in PCC.

Provide daily deposit preparation as needed.

Maintains a positive attitude toward clients and coworkers.

Maintains the ancillary service department interface accuracy by correcting rejected batches.

Updates the balance sheet with census and daily report information.

Runs month end routine.

Verifies census sheet admission and discharge accuracy and makes corrections as needed.

Processes and submits credit reporting to all payors.

Oversees small balance write offs and Medicare non-covered service adjustments.

Provides support, problem solving, and information to business office team inquires.

Stay abreast of regulations affecting claims processing and other healthcare functions.

Completes prior authorizations and ongoing authorizations as required.

Coordinate with other departments assuring prior auths and referrals are done as needed.

Maintain resident trust accounts. Meet with a resident's family upon admission to discuss accept and decline process.

Verify charges have been entered for Lab Corp, speech therapist, Grand Itasca and any other companies that bill us for patient services.

Assist with telephone coverage.

Assist with daily reconciliation of petty cash box.

Customer service at window as needed.

Provides admissions coverage as needed.

Adhere to confidentiality and compliance policies and procedures.

All other duties as assigned

## **COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Inspires respect and trust; Provides vision and inspiration to peers and subordinates.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership- Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support -Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed; Demonstrates intellectual curiosity.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION AND/OR EXPERIENCE**

One-two years of college or technical school in related field, and/or six to twelve months related experience. Insurance and/or coding experience required.

## **SUPERVISORY RESPONSIBILITIES**

None

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to listen effectively and respond to questions.

**MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**COMPUTER SKILLS**

To perform this job successfully, an individual should have knowledge and experience using personal computers.

**REASONING ABILITY**

Ability to solve problems and deal with a variety of situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Certified Patient Account Technician (CPAT) or Certified Patient Account Manager (CPAM) preferred.

**PHYSICAL DEMANDS**

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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee must regularly lift and/or move up to pounds and occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

I have read this job description and agree to work as assigned.

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

\_\_\_\_\_  
Date