

**4/8/2019**

Central Revenue Office  
Billing Office Supervisor

**Title:** Central Revenue Office

**Primary Position:** Billing Office Supervisor

**Reports to:** Kelly Chambers - Billing Manager

• **Educational Requirements:**

- High School diploma or the equivalent required.

• **Preferred Education:**

- Bachelor or Associate Degree in Business or related field preferred.
- Medical Billing Course Completion preferred.

**Experience:** Minimum of two years' experience in medical billing staff supervision and the following knowledge base:

- Experienced user of clinic billing systems and set up criteria needed to optimize billing processes.
- Knowledge of Electronic EMR relationship to Practice Management Billing Systems
- Knowledge of Government and Commercial Insurance claims reimbursement rules.
- Knowledge of Primary Care Accounts Receivable Follow Up Protocols.
- Knowledge of Primary Care ICD-10, CPT-4, and Medical Terminology
- Knowledge of Electronic/Manual Claims Filing Process and Clearinghouse Functionality.
- Knowledge of Electronic Remits/Payment Posting
- Knowledge of Banking and Collection Business Systems. Collections law/rules and agency interaction.
- Data and Report Query skills for billing and productivity report presentation.
- Intermediate Microsoft Office User Skills: Excel, Word

**Primary Responsibilities:**

Supervise functions of Central Revenue Office

- Supervision of staff
  - Interview and hiring process
  - Productivity performance coaching and improvement plans as needed.
  - Annual staff evaluations
- Ability to multi-task
  - Detail oriented, monitors accuracy and policy adherence.
  - Ability to work independently
  - Self – starter with desire to accomplish quality and quantity of work goals.
  - Ability to communicate priorities and assign/obtain teamwork to accomplish workload.
  - Assist management and others in the clinic with questions regarding process and patient account status.
- Oversee posting of insurance payments electronically and manually
  - Monitor volume and billing errors throughout month.
- Oversee timely filing of electronic primary and secondary insurance claims
  - Monitor denials by clearinghouse, resolve and coach corrective action.
- Oversee insurance claim follow up
  - Monitoring practice management system for denials and ensure claims are resubmitted by payer deadlines.
- Monitor practice management reports
  - EBO reporting – Develop and generate CRO department billing metrics and various productivity reports for trending.

- Accounts receivable reporting for CPG and 3<sup>rd</sup> parties for which CPG performs billing services.
  - Monthly financial reporting to CFO
- Monthly financial close of practice management system.
  - Oversee audit steps necessary to ensure billing process is successful and timely each month end.
  - Produce month end close reports for use in financial statement completion.
- Oversee patient collections, and working with outside collection agency to post recovery collections timely.
- Ability to communicate clearly and respectfully all CPG providers and staff in a friendly manner keeping high customer service a priority.

The duties herein are not all encompassing of the position, and responsibilities can change based on the Billing Office workload priorities as directed by the Manager.