



OFFICE OF STATE PERSONNEL

POSITION DESCRIPTION FORM

Name of Employee	Present Classification Title Patient Relations Representative V (Billing & Coding)
Present 15 Digit Position Number/Proposed Number	Usual Working Title of Position Patient Relations Representative V (Billing & Coding)
Department, University, Commission or Agency Toe River Health District	Institution & Division Avery and Mitchell County Health Departments
Street Address, City and County 130 Forest Service Drive Suite D Bakersville, NC 28705 Mitchell County	Section & Unit Management support
Location of Workplace Bldg. And Room Number Mitchell County Health Dept. Administration lower level	Supervisor's Position Title & Number
Name of Immediate Supervisor	Work Hours 8:00 am to 4:30 pm
Work Schedule Monday – Friday	
Primary Purpose of the Organizational Unit	
<p>The Toe River Health District's mission is to assure the conditions necessary for the residents of our service area to be healthy. To achieve this end, the District operates local health departments in each of its two counties, Avery and Mitchell. The local health departments accomplish the mission through an organized community effort focusing on: health promotion, disease prevention, education and awareness, access to and provision of quality care and careful stewardship of public funds.</p> <p>The Billing and Coding Specialist is responsible for office and outpatient provider coding. This position will work directly with both clients and insurance companies to bill and obtain payments for healthcare services rendered.</p> <p>Work Schedule:</p> <p>Hours are generally, 8:00 AM to 4:30 PM five days per week with 30 minutes for lunch. The schedule requires flexibility due to activities that occur outside usual working hours. This is a Fair Labor Standards Act <i>non-exempt</i> position meaning compensatory time is awarded on 1.5 for 1 hour basis for any hours worked in excess of 40 during the Wednesday to Tuesday work week. Compensatory time must be approved by the supervisor prior to being earned.</p>	
Description of Work:	
<ul style="list-style-type: none"> • Function as primary billing and data entry processing assistant for all billable and/or reportable services for all health department programs in the TRHD. • Performs accurate and timely coding and billing (CPT, ICD9, ICD10, HCPCS, modifiers). • Process claims for multiple payer types (Commercial, Managed Care, Blue Cross, Medicare, Medicaid, etc.) and elevates issues, as appropriate. • Review outstanding accounts for Medicare, Medicaid, and insurances and rebill denied claims. • Researches and complete necessary adjustments to client accounts. • Handles billing inquires by phone, mail and/or in person from patients, county staff (clinical & administrative), insurance companies, Medicaid, Medicare, state and federal officials. • Follow federal and state and provider billing guidelines. • Receive payments remitted electronically, by mail, by phone and occasionally in person and log in payments received. Post payments and adjustments to accounts. Prepare daily deposits. 	

	<ul style="list-style-type: none"> • Maintain and assure accurate accounts receivable data. • Perform other reimbursement processes (Day Sheet, receipts, ledger entries, etc.) for all services provided in the health departemnt. • Generate reports, as available, from the health information system as requested by staff • Compares and reviews charge tickets, both manually and system generated, to medical documentation to ensure that all charges have been accurately documented and captured • Ensures that documentation supports charges to prevent denials/underpayments • Write appeals and include supporting documentation • Follows-up on missing charge tickets and medical documentation as appropriate • Assist with implementation of documentation and revenue enhancement opportunities • Collaborates with medical staff to identify and implement appropriate documentation and coding modifications • Consults and provides feedback with medical staff and financial coordinators to identify reimbursable indications for treatment • Assist with special projects and other job-related duties as needed <p>Credentialing</p> <ul style="list-style-type: none"> • Knowledge about credentialing medical professionals <p>North Carolina Immunization Registry Administrator</p> <ul style="list-style-type: none"> • Is responsible for overseeing operations and activities in the NCIR system including setting up new user names and passwords. • Assist staff with password reset as needed. • Manage Immunization Inventory and NCIR tracking. <p>Deputy Registrar Vital Records</p> <ul style="list-style-type: none"> • Serve as Local Deputy Registrar for Toe River Health District according to the Vital Statistics and related laws of North Carolina. • Serve as back up Registrar of births/deaths that occur in Toe River Health District. • Make corrections to death certificates as appropriate. • Complete processing of birth certificates electronically. • Conduct direct and indirect contact with local and out of county funeral directors, physicians, and Register of Deeds office.
	<p>Other</p> <ul style="list-style-type: none"> • Cross trained to cover other programs to include but not limited to: vital records, environmental health services, patient check-in/check-out, schedule patient appointments, and billing • Participate in emergency preparedness and other general public health training • Other duties as assigned by supervisor, including temporary assignments during public health emergencies

Competencies:

- Medical Terminology, Anatomy and Physiology knowledge
- Knowledge of claims submission and collection process
- The ability to work in a constantly changing environment, good judgment skills, and capable of making decisions with attention to detail
- General knowledge of office procedures
- Must have excellent organizational skills and ability to prioritize and coordinate workload with high degree of proficiency and accuracy
- Must have excellent analytical and problem-solving skills
- Maintains strict confidentiality of patients' medical records and adherence to all HIPAA policies and regulations
- Demonstrates cultural sensitivity and commitment to advocacy for cultural diversity
- Ability to work easily, professionally and cooperatively with co-workers
- Considerable ability to communicate via telephone and in person
- Ability to work independently and follow through on tasks without direct supervision
- Considerable knowledge of personal computers and computer programs

Education:

High school diploma or equivalent required. Minimum of three (3) plus years billing and coding experience required. CMC or CPC required.

Working Conditions:

- Prolonged periods of sitting at a desk and working on a computer. Physical demands include requirement to regularly sit; use hands and fingers; reach with hands and arms; talk and hear. The employee is occasionally required to stand and walk; lift up to 10 lbs; vision abilities required include close vision, distance vision, depth perception, and ability to adjust focus.

License or Certification Required by Statute or Regulation:

none

Signatures:

Supervisor: I have provided a complete and accurate description of responsibilities and duties, and have verified its accuracy and completeness with the employee.

Signature

Title

Date

Employee: I have reviewed this position description and it is a complete and accurate description of my responsibilities and duties.

Signature

Title

Date

Human Resources Officer: I certify that this is an authorized official position description of the subject position.

Signature

Title

Date