

**EAST TEXAS COMMUNITY HEALTH SERVICES, INC. (ETCHSI)**  
**JOB DESCRIPTION**

**Position Title: Billing and Collections Clerk**  
**Reports To: Lead Staff assigned to Billing and Collection**

**JOB SUMMARY:** This position encompasses the performance of job functions within the billing and collection department of ETCHSI. It serves to maximize all third party revenue sources through the timely and accurate processing of insurance claims, as well as, the billing and collection of self-pay (uninsured) patient accounts.

**Job Functions:**

1. Update and maintain insurance carrier files
2. Update and maintain CPT and Diagnosis files
3. Account for all system ticketed visits
4. Check ticketed visits for accuracy of revenue source (i.e. third party insurance coverage, program eligibility, discount level, etc.) and work with eligibility department to correct any discrepancies prior to completion of the billing cycle
5. Ensure that all CPT and ICD codes are utilized to provide accurate data collection regarding services rendered and to ensure maximum revenue generation.
6. Verify all charges for each ticketed visit are valid, apply discounts/contractual allowances to prepare all claims for initial submission
7. Approves and batch ticketed visits for claims submission
8. File all insurance claims in an accurate and timely manner including initial claims and subsequent appeals as required.
9. Posts all insurance receipts to patient account files
10. Serves as primary contact for patients concerning self-pay billing, statement, and payment questions.
11. Works with patients concerning the collection of past due balances politely and effectively.
12. Ensure that patient payments are recorded accurately
13. Perform post-visit collection efforts.
14. Identify non-collectible accounts and submit AR Write-Off/ Lost Revenue for review.
15. Work to ensure that all accounts receivable management activities are effectively and efficiently carried out per policies and procedures.
16. Serves as backup for Cashier/Charge Entry Functions.
17. If bilingual, translates in Spanish between non-Spanish speaking staff and Spanish speaking patients as requested.
18. Does not use Spanish language skills in such a way as to create an uncomfortable work environment between bi-lingual and non-bilingual staff.
19. Performs all other duties as assigned

**GENERAL ENTITY EXPECTATIONS OF STAFF MEMBERS:**

1. Maintains confidentiality of patients and provides services in a professional manner.
2. Exhibits and promotes positive relationships by showing consideration and respect for patients, visitors, and other ETCHSI personnel along with being cheerful, courteous and responsive.
3. Maintains professional and neat appearance with regular hygienic habits to prevent work place offensiveness.
4. Exhibits cleanliness and orderliness in personal and work habits.
5. Follows appropriate chain of command.
6. Is responsible for personal growth and professional development. Identifies and meets educational needs for self.
7. Is receptive to guidance and constructive criticism.
8. Attends ETCHSI educational programs.
9. Attends and participates in staff meetings.
10. Demonstrates a willingness to participate and follow through with special projects and committees.
11. Abides by ETCHSI attendance policy and established procedures for notification in case of absence.
12. Takes initiative in resolving problems and conflicts.
13. Assists in maintaining a safe, secure and aseptic environment for all patients and employees.
14. Adheres to regulatory agency requirements with respect to infectious disease and hazardous materials.
15. Is familiar with and abides by OSHA Standards, Hazardous Materials, Universal Precautions, use of personal protective equipment, Evacuation, Fire, Disaster, and Safety Plans.
16. Uses appropriate body mechanics and follows safety procedures.
17. Obtains annual TB test and attends Safety Recertification annually.
18. Completes Incident Reports within 24 hours of incident and turns them in to the Safety Officer.

**EDUCATION**

High School Diploma or equivalent

**EXPERIENCE**

Minimum of 1 year work experience in A/R management, preferably in a medical setting

**LICENSURE**

None required

**SKILLS**

Strong written and verbal communication skills. Strong mathematical background. Must have reliable transportation. Computer skills a plus (Word Perfect, Microsoft Office, Database management). Knowledge and understanding of all types of office equipment. Must be able to effectively deal with clients from diverse cultural and socio-economic backgrounds.

**TYPICAL PHYSICAL DEMANDS**

Requires prolonged sitting, and/or standing. Requires frequent bending, stooping, or stretching. Requires very frequent client/customer contact. Requires the ability to distinguish letters and symbols. Requires the use of all types of offices equipment. Requires ability to communicate effectively with a broad range of clients with varying cultural backgrounds.

**OSHA CLASSIFICATION: II**

**FLSA CATEGORY:** Non-Exempt

**JOB CLASS:** Billing Clerk

**ETCHSI** reserves the right to revise or change job duties and responsibilities as the business need arises. In compliance with EEOC 29 CFR Part 1630, if the essentials functions of this position cannot be performed in a satisfactory manner by the employee, further accommodations shall be made if they do not constitute undue hardships upon this organization.