

Eastport Health Care, Inc.
PO Box H/30 Boynton St.
Eastport, Maine 04631
(207) 853-6001

JOB DESCRIPTION

Title: Billing Office Manager

Position Category: Salary/Non exempt

Position Description: Manages all aspects of the Billing / Patient Accounts Department, and supervise staff. Supervised by CFO.

All EHC employees are expected to engage and be active participants in quality improvement projects and efforts, risk identification and reporting, attend trainings and meetings as requested and contribute to overall team spirit and cooperation. Employee contributions in this regard are valued and necessary for the organization's successful care of our patients/clients.

Duties/Responsibilities:

1. To lead and assist all departmental personnel in instituting necessary changes and /or implementing new programs for the efficient operation of all departments.
2. Is familiar with MaineCare, Medicare, and CAQH Provider portals and has experience in performing maintenance updates.
3. Will be the main administrator for all third party insurance portals.
4. Manages transitions to changing billing and coding environments as they occur through each payor source including Medicaid, Medicare, Commercial, and Private Pay. Trains billing and clinical staff in use of new codes and establishes new processes to accommodate changes as needed to maintain efficient workflow and uninterrupted collections.
5. Maintains current information on Third Party Payors, including thorough knowledge of ICD-10 and CPT codes, and keeps staff informed of insurance provisions & changes.
6. Is responsible for billing of all patient services along established guidelines.
7. Ensures activities of billing operations are conducted in compliance with Federal, State, and payer regulations.
8. Participates in policy development.
9. Prepare financial documents and reports.
10. Monitors the billing team buckets and assists in working claims as needed.
11. Address all patient problems and questions as needed.
12. Is the main Insurance credentialing contact to our outsourced credentialing company.
13. Monitors and maintains fee schedules for all departments
14. Accept other duties as designated by the CEO or CFO.
15. Attends Senior Leader monthly meetings.

Minimum Entrance Requirements:

1. Associate Degree or equivalent with at least two years of Health Care Billing experience or at least five years of Health Care Billing experience without degree.
2. Experience in FQHC operations, Medical Claims Processing, and Basic Accounting preferred.

3. Direct and coordinate the overall functions of revenue on a day to day basis.
4. Strong managerial, leadership, and business/billing office skills.
5. Proficient with billing and collections for all payers, including Medicare and Medicaid.
6. Excellent computer skills in Windows, Outlook, and Microsoft etc...
7. Ability to work independently with minimum supervision and demonstrates strong initiative.
8. Ability to maintain harmonious working relations with staff, clients and the general public.

ESSENTIAL FUNCTIONS:

COMPREHENSION: Understand complex problems and collaborate to explore alternative solutions.

ORGANIZATION: Organize and prioritize the work schedule of others to manage multiple tasks and/or projects.

DECISION MAKING: Makes decisions that have a significant impact on the clinic's credibility, operations and/or service.

COMMUNICATION: Communicates and explains a variety of information

PHYSICAL REQUIREMENTS: keyboard operation and sitting for extended periods of time. Ability to lift 25 lbs. Visual acuity for extended periods of monitor operation. Speaking and hearing. Use of interfaced communication devices.

Signature

Date

Supervisor

Date