The Arc of the South Shore, Inc.

Job Title: Billing Specialist    Department: G&A    Effective: October 9, 2019

Job Classification: Salaried/exempt, 40 hours/wk

Reports To: Director of Finance

Supervisory Responsibilities: None currently

PURPOSE/GOAL
- Ensure agency billing is executed timely, accurately, and in accordance with all requirements and regulations. Ensure the agency is timely and appropriately paid for its services.

PRIMARY & ESSENTIAL DUTIES AND RESPONSIBILITIES:
- Directly responsible for all day-to-day billing operations of the EI, Day Hab, PCM and AFC programs, ensuring strict adherence to policies and procedures;
- Directly responsible for entering weekly and monthly Mass Health billings for Day Hab, PCM and AFC; bills weekly for PCM re-evals, new admissions and intake orientations. Maintains and ensures the AdvantEdge (aka Hill) billing system is up to date; Maintains PCM excel billing report and Day Hab pivot table.
- Tracks, monitors and ensures the Hill EVS eligibility program is being reviewed and updates are being done timely to the accounts for all programs. Records and notifies appropriate department of changes in coverage.
- Ensures that 3rd party billings (e.g. ABAs and ICOs) are entered into Hill System on a timely basis. Approves 3rd part vendor bills for Accounts payable to pay.
- Enters EI registrations, and performs insurance verification, referrals and authorizations on a timely basis.
- Generates end of month Hill revenue reports for Day Hab, PCA, AFC and EI to be entered into QuickBooks GL by the Director of Finance
- Responsible for generating & retrieving all Hill reports; requests customized reports when unable to generate in-house;
- Creates customized Excel billing reports as needed for Managers and Directors.
- Generates monthly EI Productivity data report from Hill system for the Director of Finance
- Generates detailed monthly A/R aging reports for PCM, AFC, Day Hab and EI to ensure claims are being processed timely with the goal of expediting collections and minimizing write-offs. Analyzes and identifies why Hill suggests write-offs and work with Managers to eliminate identified process issues going forward;
- Resolves day-to-day client-specific insurance problems as timely as possible;
- Ensures that updates to the Hill system are done timely to meet insurance carrier and MA Health requirements; serves as the primary liaison and Agency Coordinator with Hill for any and all day to day billing issues, upgrades, etc.;
- Downloads remittance file from the Mass Health POSC, create a deposit in AR Plus and upload POSC into AR Plus system weekly for all programs;
- Notifies Hill of EI private insurance electronic payments deposited into S-Bank and retrieves remittances files from EDI sites;
- Uploads EI DPH payment remittance and reject remittance into the Hill system for processing.
• Responsible for ensuring that Hill receives all related daily cash receipts paperwork, EOBs, etc.; coordinates process with front desk Administrative Assistant; Reviews EI EOM reports to ensure all payments sent to Hill have been received and recorded;

• Manages and monitors SNAP client eligibility to ensure that all “eligible” Residential clients are receiving SNAP benefits; work with Residential Program Director to streamline process as needed; completes SNAP applications and re-certifications for the DTA Dept. as needed for each individual;

• Documents all Agency-wide billing processes and procedures that utilize the Hill Billing system (excludes DDS and DPH contractual billings done by Accounting Manager);

• Cross trains accounting staff to process cash receipts paperwork submission to Hill;

• Assist the Director of Finance with all other job-related duties and projects as assigned.

OTHER RESPONSIBILITIES/REQUIREMENTS:

• Ability to work in a deadline driven environment with multiple tasks and priorities

• Ability to motivate and work independently and on a team

• Strong attention to detail.

• Represent the Department and the Agency with a positive attitude and in a pro-active and professional manner.

• Establish and maintain good, professional working relationships with all Program Directors, co-workers, and colleagues

• Demonstrate a commitment to the Agency’s Mission Statement by treating clients respectfully at all times.

QUALIFICATIONS: The requirements listed below are representative of the knowledge, skill and/or ability required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

• EXPERIENCE and/or EDUCATION: Associates degree in business/accounting; 10+ year’s medical billing experience working in an accounting department.

• TECHNOLOGY COMPETENCE: Experience using Excel at the basic level. Ability to learn and easily adapt to new technology as needed. Familiarity with Hill Associates billing system and report writing a plus.

• LANGUAGE SKILLS: Good written and verbal communication skills.

• REASONING ABILITY: Ability to carry out written and verbal instructions. Ability to multi-task multiple projects along with the ability to prioritize work when faced with competing projects.

• HONESTY & INTEGRITY: Must be honest and must maintain strict confidentiality at all times - without exception.

• OTHER: Hold a valid driver's license and acceptable criminal record (CORI) required.

WORK ENVIRONMENT: The work environment is a standard office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position requires the employee to sit at an office desk and utilize a PC for extended periods. This position also requires that the employee routinely, regularly and appropriately communicate with internal and external stakeholders in person and via telephone and email.

Employee works from 2 locations: 20 Pond Park Road (Hingham) and 574 Main St (Weymouth)
I have read and received a copy of my job description and understand to the best of my ability the job requirements as described above. I can perform the essential functions of this job with or without reasonable accommodation.

____________________________________________________  ____________
Employee’s Signature           Date

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Supervisor’s Signature          Date