

UNIVERSITY CLINICAL, EDUCATION & RESEARCH ASSOCIATES (UCERA)

POSITION DESCRIPTION

Position Title: Billing Assistant

Date Prepared: 02/13/08

Department: Central Business Office

FLSA Status: Full-time, Non-exempt
1.0 UCERA FTE

Position Reports To: Assistant Billing Manager

Potential Occupational Exposure to Bloodborne Pathogens: No

UCERA is a non-profit organization established to further the mission and vision of the John A. Burns School of Medicine at the University of Hawaii (JABSOM). It contributes to JABSOM's goal of improving the health care status of the citizens of Hawaii and the Pacific by supporting the education, research and clinical activities of the School. It supports financial diversification of the School by developing revenue generating initiatives in collaboration with hospitals, government agencies and other entities.

POSITION SUMMARY

The Billing Assistant provides billing support to the Billing Department and works on related special projects as directed.

ESSENTIAL JOB DUTIES AND FUNCTIONS

- Performs general clerical work as required, including but not limited to typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephones, processing mail, etc.
- Electronic claims filing, phone and internet services.
- Insurance claims follow-up. Light data-entry. Frequent phone contact with doctors offices and patients.
- Maintains accurate and up-to-date records. Maintains departmental reports, records and file systems. Establishes methods for tracking shared files to ensure files are returned and complete.
- Researches returned mail due to incorrect addresses, updates IDX with correct addresses.
- Assists with researching and obtaining missing information necessary for the processing of bills to insurance companies and patients.
- Prepares and mails daily medical billings with attachments as necessary.
- Receives and responds to inquiries, concerns, complaints and requests. Answers phones in pleasant manner and deals with customer needs expeditiously. Route calls to the appropriate department/person.
- Data entry input of all medical forms.
- Maintains confidentiality of Clinic materials. Refrains from discussing or releasing confidential information except with individuals legally entitled to such information and as specifically authorized for release.

- Provides back up for the Reception Desk as needed.
- Performs all other duties as assigned.

JOB CONDITIONS

- Normal working conditions, indoors, air-conditioned.
- Usual hours are Monday-Friday, 8:00 a.m. to 5:00 p.m. Hours may be flexed to accommodate clinic schedules, and duties may require extended hours.
- Must have excellent written and verbal communication skills. Requires communication with staff, between departments, and with clients and contractors.

EQUIPMENT USED

- Skilled in use of office equipment (i.e., Facsimile, printers, copiers, computers) and IDX, if possible.

MENTAL AND PHYSICAL DEMANDS

- Working with minimal supervision; attention to detail, accuracy and concentration, and ability to maintain calm composure while performing multiple tasks.
- This position occasionally requires lifting items up to 30 pounds.
- Position includes sedentary work that involves walking or standing some of the time and involves routine keyboard operations.
- Some driving between to meeting sites as necessary.

MINIMUM QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Ability to communicate clearly in person and on the phone and establish/maintain cooperative relationships with staff, other departments, contractors, and customers.
- Ability to organize and prioritize tasks effectively.
- Ability to read, understand and follow oral written instructions.
- Knowledge of internal operations and workflow processes.
- Knowledge of standard office procedures.
- Knowledge of word processing, spreadsheet, and database software (Computer literate, including demonstrated skill using Windows 98 or higher, Microsoft Office 2000 and Internet Explorer software/Web-based functions). Minimum typing speed of 45 words per minute.
- Must be able to utilize 10-key data entry function.
- Ability to add, subtract, multiply and divide, and/or calculate ratios, rates and percentages.
- Ability to provide entry-level professional work requiring general understanding of operating policies and procedures.

Education/Training:

- High school diploma or equivalent.

Experience:

- One year relative administrative experience in an office setting.

Other qualifiers:

- Must be able to plan and prioritize work flow and produce an acceptable volume of work accurately.
- Demonstrated ability to function in a highly professional manner, exercising complete confidentiality and discretion at all times.
- Strong planning and organizational skills with the ability to accomplish multiple tasks on time with accuracy and minimal supervision.
- Attention to detail and ability to accurately synthesize lengthy, complex materials.
- Proficient in using MS Word and Excel, with a working knowledge of databases and electronic communications.
- Excellent English grammar and proofreading skills.
- Strong oral and written communication skills.
- Excellent customer service skills with the ability to interact positively and sensitively with staff and the general public.
- Successful experience working as a team member with a multicultural staff and clientele.

DESIRABLE QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Knowledge of medical terminology, ICD9 and CPT codes is a plus.

Education/Training:

Experience:

Other qualifiers:

TERMS OF EMPLOYMENT

Position is located in our Central Billing Office and is available immediately. Continued employment subject to terms of employment, job performance and/or continued funding.

Employment is “at will” and can be terminated at any time, either by the employee or UCERA, with or without cause or reason and with or without notice.

ABOUT THE SALARY AND BENEFITS

UCERA offers a competitive package. Salary commensurate with education and experience. Benefits include 13 holidays per year, 100% employee coverage for health and dental, flexible spending plan, pension plan with 3% dollar-for-dollar company matching contributions, 2 weeks of paid vacation after 90 days of service, 100% company paid group life insurance, casual office attire, and flexible work schedules.

INTERESTED APPLICANTS

Qualified applicants are encouraged to email a cover letter, resume, and salary requirements to jobs@ucera.org or fax at 536-7315.

UCERA is an Equal Opportunity Employer.