

## **Hendricks County** **Job Description**

**Title:** Administrative Assistant/ Billing Specialist      **FSLA Status:** Non-Exempt

**Department:** Health - Nursing      **Pay Band:** OSS 3

**Supervisor:** Director of Public Health Nursing

### **PURPOSE OF POSITION:**

The Administrative Assistant/Billing Specialist is a direct link between the Health Department and medical insurance plans, and interacts directly with Health Department management, providers, staff, insurance plan representatives, visitors, and patients. The complete, accurate and timely execution of the enrollment and billing responsibilities affects the ability of the Health Department to generate revenue from insurance companies. This position also has a contributory effect on meeting budget goals which can impact both delivery of essential healthcare services and achieving the Health Department's mission. This position contributes to the first impressions visitors and patients have of the Health Department. By properly handling the registration process, this person sets the stage for a smoothly executed patient experience. Information gathered during intake satisfies certain regulatory and legal requirements and contributes to the efficient scheduling of appointments with staff. Performs a wide range of administrative and office support activities for staff, supervisors, and managers to facilitate the efficient operation of the department.

### **ESSENTIAL FUNCTIONS:**

- Demonstrates knowledge of and maintains all aspects of health insurance billing including required facility and provider documents.
- Complies with all Health Insurance Portability and Accountability Act (HIPAA) requirements and other regulations.
- Provides clerical support for all clinics. Assembles and distributes the appropriate legal consent forms and clinic forms for each patient's visit. Schedules appointments. Completes patient registration process in a friendly competent, professional and informed manner, therefore easing any concerns or distress patients may exhibit during the intake process.
- Analyzes and interprets patient immunization records; identifies needed immunizations, consulting public health nurse as needed.
- Determines patient's method of payment, secures insurance information, and receives payments from patients; applies hardship policy as appropriate.
- Accounts for all money/payments collected in accounting software and prepares bank deposit. Maintains a log of services provided. Balances cash drawer with number of immunizations given and/or services provided. Receives health insurance payments, reconciles with Explanation of Benefits, then posts as appropriate. Makes bank deposit. Reconciles bank statement monthly and prepares monthly report of collections for County Auditor.

- Knowledgeable of department and community services. Receives telephone calls and visitors, takes messages, answers questions and/or makes referrals to the appropriate person, department, or community resource/agency.
- Maintains scheduling program and adjusts clinic schedules to accommodate staff schedules.
- Maintains appointment reminder software; confirms appointments or communicates reminder via call or letter as needed.
- Tracks missed appointments and follows up to reschedule.
- Performs typing, word processing, record keeping, and filing for the Nursing Division. Creates, updates and stores computerized forms/letters for use in clinic record keeping, scheduling, and correspondence.
- Receives shipment of vaccines and stores properly. Demonstrates knowledge of storing and handling procedures.
- Assists in the organization and implementation of off site clinics.
- Maintains and files patient charts. Prepares biweekly payroll vouchers for Healthy Families Hendricks County.
- Prepares accounts payable claims and submits to the Auditor's office. Maintains and updates directories, mailing lists, e-mail lists, fax numbers/lists and phone numbers for schools, doctors, county resources, township trustees, Indiana State Department of Health, etc. Maintains and updates database of school nurses in Hendricks County.
- Assists the supervisors and staff with special projects, such as preparing for meetings and grant applications.
- Duplicates/creates computerized application formats and forms, types text, assists with proofing/editing, copies and assembles finished documents.
- Demonstrates knowledge of the core functions and the essential services of public health.
- Demonstrates knowledge of emergency preparedness plans and the ability to perform the assigned duties.

#### **NON-ESSENTIAL FUNCTIONS:**

- Orders office and desktop supplies as needed from office supply companies.
- Prepares correspondence for mailing, affixes postage, delivers to mail drop or post office. Collects and distributes mail received.
- May be called upon to secure safety of vaccines during after hours power failures when notified that monitor alarm has been activated. If necessary, must transport vaccines to hospital for safe storage.
- Adheres to personnel policies set forth by the County Commissioners.
- Performs related duties as assigned.

#### **EDUCATION AND QUALIFICATION REQUIREMENTS:**

- High School Diploma or GED.
- Certified as a Professional Biller and/or Medical Coder preferred.
- Past experience with billing health insurance preferred.
- Past experience as a secretary or administrative assistant.
- Knowledge of principles and practices of office management.

- Customer service focused.
- Knowledge of and ability to perform record keeping and bookkeeping procedures.
- Ability to create, record, check, and file various forms, reports, and documents.
- Ability to operate and maintain various office machines, such as computer, printers, calculator, copier, telephone with voice mail, and fax machine.
- Computer wordprocessing, spreadsheet, database, and/or related computer software knowledge/skills. General computer network installation, connection, and/or troubleshooting knowledge and ability is desirable.
- Ability to be bonded.
- Proficient general math skills.
- Ability to communicate well, both verbally and in writing; proficient in reading, writing and speaking English. Ability to correctly alphabetize files. Ability to communicate effectively and tactfully with the public. Good phone etiquette.
- Ability to be sensitive and compassionate to those of all cultures and backgrounds.
- Attention to detail and accuracy.
- Good planning and organizational skills; ability to prioritize tasks.
- Ability to be flexible, able to handle a variety of responsibilities, accepts and adapts well to necessary or required changes in procedure.
- Good problem assessment and problem solving skills.
- Good information gathering and information monitoring skills. Ability to interpret and apply county and state health ordinances.
- Ability to work in a team atmosphere.
- National Incident Management System (NIMS) IS-100-400, IS-700, IS 800 certification within a year of employment.

### **RESPONSIBILITY:**

Responsible for knowing and receiving patient treatment codes to use in assembling reimbursement claims, creates reimbursement claims and transfer to third-party payers, coordinates reimbursement activities with payers, and bills patients for medical services. Submits claims to pay bills. Keeps an account of all funds brought in and all claims paid. Screens phone calls and refers to appropriate personnel or resource. Schedules patients for clinics. Troubleshoots technology issues to keep office running smoothly. Must be able to understand a normal immunization schedule. Work is performed within established procedural guidelines. Some judgement is required in applying guidelines to varied situations. Being organized and attention to detail is essential due to nature of patient files and documents. Discretion is required when handling confidential information. Responsibilities, skills, and working conditions may change as needs evolve. Supervisor available for consultation and will provide indiscriminate examination of work. Errors are normally detected through procedural cross checks but could mean loss of revenue to the department.

### **WORKING RELATIONSHIPS:**

Working relationships are with supervisor, department managers and associates, other county government departments, governmental agencies, community service agencies, billing

companies, insurance companies, medical providers, patients and their families, and the general public for the purpose of communicating factual or procedural information.

**WORKING CONDITIONS AND PHYSICAL DEMANDS:**

Work is performed in a standard medical office environment, however due to the nature of Public Health, the work may be performed at an offsite clinic. Requires sitting and standing associated with a normal office environment. Manual dexterity needed for using a calculator and computer keyboard. There may be exposure to potential health hazards, such as communicable diseases, blood borne pathogens, pests, and environmental hazards. Occasional overtime may be required. The Administrative Assistant may be called upon for extraordinary service in case of public health emergencies, such as bioterrorism or other community disasters. On call 24 hours a day, 7 days a week. This position works with at risk populations such as infants and acutely/chronically ill patients who may be more susceptible to vaccine preventable diseases; therefore this position will comply with the department's Personnel Immunizations Policy.

**APPLICANT/EMPLOYEE ACKNOWLEDGEMENT:**

The job description for the position of Administrative Assistant-Billing Specialist in the Health Department describes the duties and responsibilities in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_  
Applicant/Employee signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name