



Job Title: Medical Billing Specialist  
Reports to: Billing Manager

Job Code:  
Status: Full-Time

### **Overview/Job Purpose**

The Medical Billing Specialist is responsible for ensuring that DCUC claims are submitted in a timely fashion, rejections and denials are investigated and resolved, payments are posted to patient accounts, accounts receivables are followed-up, and overall billing operations operate in a continuous, consistent, efficient manner, patient-friendly manner.

### **Summary of Primary Duties**

As a Billing Specialist with DCUC your duties may include, but are not limited to the categories, and associated items listed below:

### **Primary Job Functions**

- Claims submission and charge capture processes
- Communication with health insurance payers for claim status and denials
- Reading and interpreting health insurance EOB's (Explanation of Benefits)
- Consistent follow-up on unpaid claims
- Investigating and resolving health insurance claim denials and rejections
- Filing reconsideration and appeals, when appropriate, to obtain maximum reimbursement
- Posting payments from patients and health insurance companies
- Generates revenue by making payment arrangements and collecting on accounts
- Monitoring and pursuing delinquent accounts
- Patient collection calls
- Respond to inquiries from health insurance companies, patients, and law offices.
- Fulfilling medical records requests and additional information requests from health insurance companies, patients, and law offices.
- Perform additional duties as assigned by billing supervisor or manager

### **Education Requirements:**

- High School Diploma Required
- Coding/Billing/Healthcare IT education preferred

### **Experience Requirements:**

- 1-2 years of direct professional fee billing experience in a physician office or medical group setting preferred



- Computer experience, including but not limited to: Practice Management Software, MS Word and Excel
- Experience in CPT and ICD-10 coding
- Familiarity with medical terminology
- Excellent customer service skills
- Strong written and verbal communication skills
- Responsible use of confidential information
- Perform to company standards of compliance with policies and procedures
- Ability to multi-task
- Courteous and respectful with fellow employees and patients.
- Time management and organized
- General math skills
- Attention to detail
- Responsible use of confidential information (HIPPA)

**Preferred Licensures/Certifications:**

- Certified Professional Coder Certification

**Physical Demands Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job

- Light Duty- May include long periods of sitting with occasional standing and walking around with the ability to live 10-15 pounds on occasion

**Behavioral Demands/Requirements:**

- Must demonstrate knowledge of the billing operations
- Demonstrate the ability to maintain good inter-personal relationships with co-workers and team members
- Communicate through appropriate channels
- Provide customer service in accordance to clinic mission
- Demonstrate ability to be courteous and respectful when interacting with patients and family members
- Proficiency in the English language
- Possess excellent written and verbal communication, teaching ability and good telephone skills.
- Have the ability to organize and coordinate multiple tasks