

MEDICAL BILLING COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for the overall coordination and supervision of the billing operations of the Ulster County Mental Health Department (UCMHD). The incumbent is responsible for the maintenance of the computerized billing system ensuring compliance with current billing codes, rules and regulations. Another major role of this position involves responsibility for the management of the managed care system and its' related functions at the UCMHD. The work is performed under the general supervision of the Fiscal Manager or other administrative or professional employee of the Mental Health Department, with leeway allowed for the exercise of independent judgment and initiative in work methods. Difficult technical or policy problems are referred to a supervisor for decision or review of judgment. Supervision is exercised over subordinate employees assigned to the billing unit. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Coordinates and supervises subordinate staff engaged in a variety of medical billing and managed care operations at UCMHD;

Oversees the billing and maintenance of records related to billing for Medicaid, Medicare, patient billing and third party insurance carriers including HMO's (Health Maintenance Organizations);

Implements and monitors the development and operation of patient billing systems to ensure collection of patient fees and other revenues;

Maintains and updates the computerized billing system as required for compliance with prevailing billing codes, rules and regulations;

Resolves billing issues and problems in the computerized billing system, working in collaboration with the software provider and other agency staff;

Participates in the negotiation and execution of contracts with managed care organizations and insurance companies and ensures contract compliance by maintaining a direct and open line of communication between the department and managed care providers;

Serves as liaison between the UCMHD and managed care providers in order to resolve problems, exchange information and ensure the smooth flow of the day-to-day activities of the program;

Instructs and trains fellow employees in billing and managed care procedures necessary to ensure maximum reimbursement;

Advises agency staff of current requirements and reimbursement provisions of federal, state and third party payment agencies;

Advises agency staff on current and revised billing and managed care requirements and procedures and provides technical assistance to clinical staff on such;

Works collaboratively with all UCMHD staff to accomplish the objectives of the department and share information accordingly, while making recommendations to maximize agency revenue;

Keeps abreast of all health insurance plans that are available to Medicaid/Medicare recipients and the means to implement these resources to their fullest extent.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of medical billing codes; good knowledge of Medicaid and Medicare billing processes and regulatory requirements; good knowledge of health insurance plans, policies, procedures and payment scales; good knowledge of federal, state and local Medicaid laws and other medical assistance programs, especially as they pertain to the state-mandated managed care program; working knowledge of modern computerized billing software and the ability to understand and manipulate the software to solve problems and accommodate changes in billing codes and reporting requirements; working knowledge of modern methods of keeping and reviewing medical insurance billing financial records and reports; ability to coordinate and supervise the work of others; ability to readily acquire familiarity with departmental organization, functions, laws, policies and regulations; ability to review and assess health care programs; ability to monitor, manipulate and evaluate client insurance and payment statistics and data; good judgment; good organizational skills; initiative; resourcefulness; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Accounting, Business Administration, Health Care Management, Nursing, Public Administration, Social Work or a closely related field and three (3) years of full-time paid, or its' part-time equivalent, work experience in the processing of medical insurance accounts and medical billing, one (1) year of which must have been in a health management organization or health related agency which involved working with health service providers AND one year of which involved supervision of subordinate staff; **OR**

B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Accounting, Business Administration or a closely related field and five (5) years of full-time paid, or its' part-time equivalent, work experience in the processing of medical insurance accounts and medical billing, two (2) years of which must have been in a health management organization or health related agency which involved working with health service providers AND one year of which involved supervision of subordinate staff; **OR**

C. Graduation from high school or possession of a high school equivalency diploma and seven (7) years of full-time paid, or its' part-time equivalent, work experience in the processing of medical insurance accounts and medical billing, four (4) years of which must have been in a

health management organization or health related agency which involved working with health service providers, AND two (2) years of which involved supervision of subordinate staff; **OR**

D. An equivalent combination of training and experience as described in A, B and C above.

ULSTER COUNTY

4224 MED BIL CD

Classification: Competitive

Grade: 15

Union: CSEA

Adopted: October 11, 2006