

Job Title: Billing Clerk III Job Code: 900320 Job Family: Administrative
Pay Grade: JC.15.15 FLSA: Non-Exempt EEO: Office-Clerical
Department/Agency: Countywide Position Number(s): Multiple
Recommended Position Title(s): Billing Coordinator, Senior Billing Specialist

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork – Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

Essential Duties:

- Leads the medical coding and billing process for a department or work unit; processes customer or third party billing which includes precertification, authorization, creating invoices, and updating account information; functions as a lead by providing training, coordinating the work of other staff, handling more complicated transactions and reports, and identifying and resolving complex errors or discrepancies.
- creates and maintains files both public and confidential, inputs and corrects data in systems; develops and distributes standard and customized reports; types form letters, labels, mail merges, and correspondence; prepares complex documents by compiling and summarizing statistical data for management use.
- Reviews documents such as client records, purchase orders, and monthly statements in order to compute fees and charges due; prepares billing statements, bills, claims, and invoices for customer accounts; assists with processing monthly period opening/closing transactions.
- Communicates with customers and third-party payors to obtain or relay information, and to obtain pre-certification and authorization for amount of services billable; clarifies and updates customer billing records with information such as deductibles, copayments, and adjusted balances; resolves a variety of routine and non-routine billing problems and disputes.
- Reviews, audits, and analyzes data to find discrepancies and trends; resolves a variety of discrepancies to ensure compliance with regulations, policies, and procedures; explains rules, regulations, and policies regarding fiscal programs to staff; serves as a subject matter expert; recommends and implements solutions and recommendations for complicated issues; provides training to other staff.
- Identify necessary adjustments in processes, procedures, and systems related to billing practices and works with appropriate teams to develop and implement the changes; conducts system testing for electronic record management systems, provides recommendations for future enhancements, identifies areas for adjustment, and coordinates the implementation of associated updates through communication and training of staff.

Job Description

Supervisory Responsibilities:

- Yes No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.

Minimum Job Requirements:

An Associate's degree in Accounting or related field and three years in bookkeeping, accounting or administrative functions involving billing, record keeping, or accounting support are required.

Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.

Education/Experience Substitutions:

- Yes No Experience may be substituted for degree.
- Yes No Education may be substituted for experience.

Physical, Environmental, and Special Working Conditions:

All County employees may be called upon to assist other departments in a declared emergency situation.