



EXEMPT:	NO	EFFECTIVE DATE:	October 1 st , 2012
STARTING PAY:	\$10.98 - \$14.19 hourly	REVIEW DATE:	October 1 st , 2014
REPORTS TO:	Billing Operations Supervisor		

Summary:

Responsible for completing the billing and collection process while, providing a high level of customer service for Tri-State Ambulance, Inc. Under the direct and indirect supervision of the Billing Operations Supervisor, the Office Assistant answers inquiries from insurance companies and patients, and explains all actions pertaining to the billing/accounting/collections processes.

Qualifications:

Required:

- High School Graduate/GED
- Customer Service experience

Desired:

- Familiar with medical coding
- Familiar with Medicare laws and billing
- Ambulance Industry experience

Essential duties and responsibilities:

1. Promotes, develops, and fosters the mission, vision, and values of Tri-State Ambulance, Inc.
2. Provides the highest level of customer service to a wide variety of internal and external customers.
3. Manage and maintain Tri-State Ambulance billing process:
 - Verify patient demographics, personal insurance information and completion of all required signatures.
 - Enter necessary patient information into the billing system.
 - Submit all insurance, Medicare, and Medical Assistance claims.
 - Manage electronic storage of patient care reports and archived paper patient care reports.
 - Review account status routinely as required for each payer type; minimum of 20 days.
 - Complete Medicare, Medical Assistance, and Insurance reviews as needed.
 - Identify recurring denials and make necessary system changes to resolve them.
 - Identify and file probates, if necessary, with various county courthouses.
 - Assist customers with their account information.
 - File supplement or secondary insurance upon request of the patient.
 - Work with Zoll RescueNet to ensure the most efficient billing process.
4. Directs patient complaints to the Billing Operations Supervisor for completion and filing.

5. Collects mail and routes appropriately.
6. Answer phone and respond to voicemail
7. Manages workload in an ethical manner and within the intent of federal, state, and local laws and in alignment with the mission and values of Tri-State Ambulance.
8. Creates and maintains billing and accounting policies and procedures along with and under the direction of the Billing Manager.
9. Post payments and process refunds
10. Performs other duties as assigned.

Behavioral Competencies:

- Strong written and verbal communication skills.
- Team player with the ability to work independently.
- Detail oriented with good follow-up.
- Excellent organizational skills, demonstrated initiative, good judgment, and flexibility.
- Demonstrates effective communication skills and effectively fosters relationships with others.
- Approaches change as an opportunity for growth and development in self and others.
- Fosters a commitment and understanding of the Tri-State Ambulance, Inc. mission, vision, and values.
- Provides the highest level of customer service to a wide variety of internal and external customers.

Working Environment:

Materials and Equipment Used:

- Desktop computer
- Multi-line telephone
- Fax, Copier, Printer
- Other standard office equipment

Required Shifts/Schedule:

Hours must be flexible to meet the demands of the office, but would generally be 9:00am-3:00pm, Monday through Friday.

General Environment: A fast paced environment with multi-tasking, prioritizing, and frequent interruptions. Continuous interpersonal communication required with managers, staff, patients, EMS personnel and the general public.