

Western Montana Mental Health Center
Functional Job Description

Job Title: Revenue Cycle Specialist

Program: Administration - Finance

Accountability: Revenue Cycle Manager

Status: Full Time

Job Summary:

Performs essential revenue cycle functions within assigned responsibilities in order to ensure accurate and appropriate billing, receipt and posting of payment and resolution of denials for management of accounts receivable according to department standards.

Job Duties:

- Compiles and submits all electronic and paper claim files to the appropriate payer within a timely manner in accordance with payer and service requirements.
- Posts all electronic and manual insurance payments within the billing system accurately and within a timely manner.
- Processes all incoming mail regarding billing, denials and information requests from payers.
- Follows up on denials received in order to allow for timely receipt of payment.
- Resolves all edit and errors for assigned payers to maximize clean claim billing.
- Documents all action taken for claim resolution within the billing system in a clear and concise manner.
- Maintains accounts receivable for assigned payer responsibilities according to organization policy to meet benchmarks and standards for position.

- Communicates all trends and issues with Revenue Cycle Manager as it affects cash flow and aging.
- Appropriately escalates issues to Revenue Cycle Manager for resolution.
- Abides by the WMMHC code of ethics, Personnel Policies and Organizational values.
- Provides excellent customer service to co-workers, clients, and customers of the organization.
- Communicates efficiently both verbally and in writing in a professional, positive, and solution-focused manner.
- Serves as a representative of the organization at all times including work functions, day-to-day interactions and to the community in which the organization serves.
- Maintains confidentiality and privacy standards in accordance with HIPAA regulations.
- **Knowledge:**
- Working knowledge of office procedures and policies, business English, spelling and composition required. Working knowledge of Microsoft Office Products, Windows and DOS programs required. Knowledge of medical or mental health program billing and Revenue Cycle processes preferred.
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- **Abilities:**
- Ability to establish and maintain professional and effective working relationships with customers, colleagues, providers, management, payer representatives, and clients. Ability to follow written and verbal directions. Ability to utilize time management skills to accurately complete all work within identified deadlines. Ability to work both independently and collaboratively.
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- **Education and Experience:**
- High school diploma or GED required. Education or training in medical billing, medical terminology, revenue cycle processes or mental health services preferred. Experience within office workplace setting preferred. Other combinations of education and experience may be reviewed and accepted.
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Work Environment:

The work environment is a professional office setting and the noise level is usually quiet. The employee may be required to share an office or office space while maintaining their own personal workspace.

Shift:

The shift for this position is Monday through Friday, excluding identified holidays. Shift hours are available between the hours of 6:00 am and 6:00 pm not to exceed eight (8) working hours per day.