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## Medical Billing Clerk /Clerk II - EMS

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**Job Title:** Medical Billing Clerk (retitled from Clerk II and Admin Asst)

**Department:** Emergency Medical Services

**Reports To:** Director of EMS

**Range:** 16

**Position Summary:** Under the supervision of the Director of EMS, this employee must act independently and reasonably. This employee must maintain a high level of professionalism and confidentiality in this position. This employee is responsible for reviewing Patient Care reports, entering patient care report and submitting the reports to insurance companies for payment. Focus of this position is medical billing. Must be able to address citizen concerns and complaints and help them with their questions. Must have or obtain a high level of medical insurance billing knowledge and understanding.

**Examples of Work (Essential Functions):**

- Prepares and inputs accounts receivable: organizes all paperwork from EMS incidents to begin billing process; imports all documents into billing software for account generation; determines appropriate ICD-9/10 code and HCPC Codes; assigns billing codes and charges; inputs and/or verifies insurance(s); submits charge electronically through clearinghouse and/or printed invoice through the mail;
- Processes user fee collection systems; receives, processes, and deposits all cash, check, and credit-card payments; validates and verifies all electronic payments deposited automatically with the County Treasurer's office; applies payments to individual accounts and maintains deposit spreadsheet; submits invoice to secondary payor electronically through clearinghouse and/or printed invoice through the mail; researches all denials and make corrections and resubmits; reviews all non-paying accounts flagged for collections; submits all appropriate accounts to State Set-off program and/or collections;
- Answers telephone, directs calls to appropriate office; assists customers either on the phone or in person;
- Monitors office supplies and places order when necessary;
- Prepares deposits in absence of administrative assistant;
- Assists in completing accounts payable vouchers for department purchases;
- Performs other duties as deemed necessary or assigned.

**Examples of Work (Marginal Functions):**

- None.

**Certificate, License:** None.

**Required Education and/or Experience:** Two years related experience, High School Diploma or G.E.D.; or Associate's degree; or equivalent combination of education and experience. Employee is expected to have acquired the necessary information and skills to perform the job reasonably well after six months in the position. Training and courses in insurance.

**Preferred Education and/or Experience:** Three years related experience, High School Diploma or G.E.D.; or Associate's degree and one year experience; or an equivalent combination of education and experience. Certified Billing Coder, preferred.

**Abilities, Knowledge, Skills:**

- Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form;
- Ability to apply concepts of basic algebra and geometry;
- Ability to attend HIPAA training classes;
- Ability to be a very reliable and dependable employee;
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume;
- Ability to convey and receive detailed or important information and instructions to and from the general public;
- Ability to deal with problems involving several concrete variables in standardized situations;
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public;
- Ability to express or exchange ideas by means of communication;
- Ability to operate a computer and windows applications
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations;
- Ability to reliably and predictably carry out duties;
- Ability to work independently and without supervision;
- Ability to write reports, business correspondence, and procedure manuals;
- Knowledge of ICD-9/10 and HCPC medical coding manual;
- Knowledge of insurance billing laws and requirements;
- Knowledge of office practices and procedures, bookkeeping principles;
- Knowledge understanding of EMS billing software;
- Skill in interpersonal, oral and written communication.

**Problem Solving:** Problem solving exists in this position. Must be able to address problems in patient care reports, dealing with citizens and their concerns, discussing issues with insurance companies, computer software problems and any other office problems.

**Decision Making:** This employee must be able to make sound decisions concerning medical billing and problems. Must be able to prioritize daily activities.

**Accountability:** This employee is responsible for accuracy in medical record filing. Employee does not have budgetary authority or responsibility of the department.

**Supervision:** Limited supervision is provided in this position. Job related decisions may be reviewed by the supervisor. Employee does not have responsibility over subordinate personnel.

**Personal Relationships:** Continual contact with public, insurance companies and other county departments.

**Working Conditions:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate.

**Physical 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 position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus. Heavy computer data entry. Sustained movements of the wrists, hands and/or fingers in typing or otherwise working primarily with the fingers rather than the whole hand or arm.

**SIGNATURE and APPROVAL**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Director or Elected Official

\_\_\_\_\_  
Date

\_\_\_\_\_  
County Administration

\_\_\_\_\_  
Date

*The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all essential functions, marginal functions, responsibilities, duties, and skills required of personnel so classified in this position.*