



## JOB DESCRIPTION

<b>Job Title:</b> AM Support Supervisor	<b>FLSA Status:</b> Non-exempt
<b>Date Revised:</b> January 21, 2014	<b>Job Code:</b> AMS

### Job Purpose/Summary

Under the direction of the Account Manager, the AM Support Supervisor assists the Account Manager with day to day management of the Billing Specialists to ensure that all account processes and procedures are being followed. In addition, the AM Support Supervisor is also responsible for supporting all aspects of the billing process for their assigned group/s and helping to identify and correct problem areas and issues.

### Minimum Qualifications

#### Education

High School Diploma required  
 Bachelor's Degree or equivalent outside work experience  
 QMC Compliance F10 certification

#### Experience:

Two to three years of Medical billing or equivalent experience  
 Demonstrated mastery of billing procedures and compliance regulations  
 Management experience or Associates/Bachelor's Degree

#### Licenses, Certifications & Clearances

Ambulance Billing Certification from (PWW)

#### Knowledge, Skills, Abilities:

Intermediate computer skills, including working knowledge of Microsoft Word, Excel and Outlook  
 Proficient computer skills navigating RescueNet workflow and Billing modules  
 Customer service focus on both internal and external clients  
 Time management and the ability to multitask are essential  
 Organizational skills  
 Must display sufficient written and oral communication skills  
 Must have the ability to work in a fast paced environment  
 Ability to lead and motivate a team  
 Problem solving skills  
 Must display strong interpersonal skills

### Scope of Responsibility

Responsible for verifying that claims are being processed in a timely manner.  
 Responsible for verifying that follow-up on past due claims is completed in a timely manner.  
 Ensure timely filing deadlines are not missed.  
 Ensure that denials are worked timely and accurately.  
 Ensure general account processes are being followed.

### Essential Duties & Responsibilities

Demonstrates commitment to service excellence by...

- Performs routine billing tasks approximately 4-6 hours each day.
- Provides first level assistance responding to billing related inquiries from account staff members.
- Responds to email and verbal inquiries pertaining to billing from Staff in a timely manner.
- Monitor key workflows for timely filing etc.
- Ability to identify inefficient processes/makes suggestions to AM for improvement and/or training.
- Facilitates and/or identifies training for Billing Specialists/Billing Assistants/New Hires.
- Participates in conference calls with the Client(s).
- Manages special projects, especially those related to problematic patient accounts or payor.
- Works closely with the Account Manager and can act as a back-up when needed.
- Manages externs/interns (when appropriate).
- Monitoring of staff productivity reports related to Billing and Pre-Billing tasks.

**Assists the Account Manager with the following:**

- Primary contact for all Billing and Follow up questions.
- In conjunction with the Account Manager conducts “Quick Meets” with Billing Team to review/discuss problematic or difficult claims.
- Assists Account Manager with all aspects of the billing process.
- Developing or conducting account specific training sessions.
- RescueNet Administration configuration and reports such as:
  - Unlocking trips as needed
  - Add insurances/diagnostic codes to system
  - Call Back Reports
- Conducting internal audits of Medicare, Medicaid, and Commercial Insurances claims.
- Collections Review.
- Maintaining communications with the client contact (s) for each account.
- Month end closing procedures including:
  - Generate month end reports
  - Conduct trip count reconciliation
  - Review all trips pending verification
  - Process refunds

**Other Responsibilities**

Performs other related duties as assigned.

<b>Physical Requirements (with or without reasonable accommodation)</b>				
	Rarely < 10%	Occasional < 33%	Frequent < 66%	Constant > 66%
Lifting: 0-20 lbs	X			
20-50 lbs	X			
50-100 lbs				
Over 100 lbs				
Reaching – Arms Extended			X	
Reaching – Arms Overhead	X			
Standing		X		
Walking			X	
Sitting				X
Climbing	X			
Bending/Stooping	X			

Moving/Pushing/Pulling:	0-20 lbs	X		
	20-50 lbs	X		
	50-100 lbs			
	Over 100 lbs			
Grasping/Holding with Hands			X	
Using Hands for Repetitive Movements				X
Using Feet for Repetitive Movements		X		
Speaking				X
Seeing				X
Hearing				X
Extremes of Heat		X		
Extremes of Cold		X		
Driving		X		

The above duties and responsibilities designated as essential job functions are subject to reasonable accommodation. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job proficiently. The job description is not intended to be construed as a comprehensive statement of duties, responsibilities or requirements. Employees may be asked to perform other job-related functions that are not listed above.

**HR Review/Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_