



JOB DESCRIPTION

Job Title: Account Manager	FLSA Status: Exempt
Date Revised: January 24, 2014	Job Code: AM

Job Purpose/Summary

Under the direction of the Director of Billing Services, the Account Manager has the direct responsibility for one or more clients. The Account Manager supervises the Billing Specialists to ensure claims are being processed in a timely manner; follow-up is completed on claim denials, the processing of mail requests, and general customer service. In addition, the Account Manager is also responsible to understand all aspects of the Billing Process.

Minimum Qualifications

Education

High School Diploma required
 QMC Compliance F10 Certification
 Associates degree or equivalent preferred

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 (PWV)

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
 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 positive attitude
 Must display strong interpersonal skills

Scope of Responsibility

Maintain staffing schedule to ensure proper coverage for each account
 Managing employees performance through annual reviews and system reporting
 Identifying deficiencies with employees and ensuring the proper training is being provided
 Development of employees through additional training and cross development
 Attendance of company sponsored events

Essential Duties & Responsibilities

- Maintain relationships with clients.
- Manage all aspects of the billing process and the Billing Specialists.
- Assist in any aspect of training needed.
- Help all accounts with coding and procedure codes.
- Update charges as needed.
- Unlock trips as needed.
- Prepare audits for Medicare/Medicaid/commercial insurances.
- Prepare collections files for collections agency.
- Add insurances/diagnostic codes to system.
- Manage primary connection to client supervisors.
- Prepare discount requests for patients/insurances.
- Responsible for ensuring the appropriate number of trips are billed daily for each client.
- Responsible to maintaining communications with the client for each account.
- Responsible for communicating account specific changes to group members.
- Responsible for conducting monthly group meetings.
- Prepare and deliver employee productivity reports, audits, and bi-annual employee reviews.

Other Responsibilities

Open and close office as requested
 Performs other related duties as assigned.

Physical Requirements (with or without reasonable accommodation)				
Job Title:				
	Rarely < 10%	Occasional < 33%	Frequent < 66%	Constant > 66%
Lifting: 0-20 lbs		X		
20-50 lbs	X			
50-100 lbs	X			
Over 100 lbs	X			
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	X			
Over 100 lbs	X			
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			
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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 an exhaustive 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: _____