



JOB DESCRIPTION	
Job Title: Director of Billing	FLSA Status: Exempt
Date Revised: June 25, 2014	Job Code: DB

Job Purpose/Summary

Under the direction of the Vice President of Operations the Director of Billing has the direct responsibility for overseeing Account Managers and the clients they support. The Director of Billing ensures all accounts are running accurately, claims are being processed in a timely manner, and within compliance guidelines. In addition, the Director of Billing is also responsible to understand all aspects of the Billing Process.

Minimum Qualifications

Education

High School Diploma required
 Associates degree or equivalent preferred

Experience

Four to Six years of Medical Billing
 Two to Four years of Management Experience

Licenses, Certifications & Clearances

Ambulance Billing Certification from (PWW)

Knowledge, Skills, Abilities

Proficient computer skills
 Customer service oriented
 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

Scope of Responsibility

To ensure Accounts are properly staffed and client needs are being met
 Managing the performance of Account Managers through annual performance reviews and system reporting
 Working with Account Managers in identifying performance deficiencies and efficiencies with employees
 Partnering with the Corporate Trainer to developing training programs to develop specific needs
 Development of Account Managers through additional trainings and quick learn sessions

Essential Duties & Responsibilities

- Meet on a bi-weekly basis with all Managers one on one to review client and employee issues
- Support Account Managers with maintaining positive relationships with each client
- Assist in any aspects of training needed
- Manage updating system changes

- Unlock trips as needed
- Partner with Compliance to prepare audits for Medicare/Medicaid/Commercial Insurances
- Add insurances/diagnostic codes to system
- Review all month-end reports for clients
- 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 clients for each account
- Counseling Managers and their employees on day to day issues and interpersonal relationships
- Coordinate bi-monthly Account Manager Staff meetings
- Coordinate client/staff meetings on an as needed basis
- Attend bi-monthly executive management meetings
- Ensures all billing and follow-up is performed timely and accurately to prevent/limit potential claim denials and avoid issues with timely filing deadlines
- Makes changes to the follow-up prioritization as needed
- Handles problem accounts and deals directly with payer, patient, or third party
- Serves as a clear and effective conduit of the technical knowledge on reimbursement issues and productivity standards

Other Responsibilities

- Minimal travel daily and overnight may be required
- Acts as a back-up when for Management when needed
- Performs other related duties as assigned.
- Requires a minimum of 8.5 hours per day in office work per day

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		

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.

Manager's Signature: _____

Date: _____

Employee's Signature: _____

Date: _____