



Job Documentation

JOB TITLE: Billing/Medical Records Clerk	JOB CODE: S288
DEPARTMENT: Fiscal Services	STATUS: Non-Exempt
SUPERVISES: NA	ADDENDUMS: NA
REPORTS TO: Office Manager	EFFECTIVE DATE: January 2021
	REVISED ON: TBD

PRIMARY FUNCTIONS

The Billing/Medical Records Clerk is responsible for prepares/generates insurance claims using automated or hard copy billing systems. Performs follow up work on insurance types for selected financial classes, including phone contact with insurance companies and patients. Stays abreast of carrier communications and monitors accounts for negative trends. Maintains files or medical records for organizations patients and compiles statistics for use in reports and surveys. Complies with department and organization-wide policies, Critical Access Hospital requirements, Safety and Infection Control, all and Federal and State of Nebraska regulation related to the performance of CCCH operations and requirements of the Compliance Program. Participates in professional growth and development.

QUALIFICATIONS

Education and/or Experience

- High School diploma or general education degree (GED) required
- One to two years of medical experience is preferred, but willing to train.

Certificates, Licensure, Registrations

NA

GENERAL REQUIREMENTS

- Demonstrates commitment to the organizational mission, vision, and core values
- Maintains patient confidentiality at all times
- Evidence of good grooming, professional manner and conduct
- Ability to exercise professional judgment, courtesy, and professionalism in daily interactions with others
- Communicates effectively both orally and written to all disciplines
- Possesses ability to make independent decisions and changes
- Demonstrates teaching skills, understanding and language skills
- Exhibits excellent telephone and computer skills/knowledge
- Proper use of the EMR



- Serve as a role model to colleagues, students and other care providers
- Actively participate in continued learning opportunities and continued self-development pertinent to the duties of the job
- Able to operate all equipment correctly and safely
- Participate in QA programs, as needed
- Practices Standard Precautions
- Ability to sit, stand, bend and lift as job requires with the possibility of prolonged standing
- Able to adjust to frequent interruptions
- Risk of exposure to infectious waste and diseases
- Attends and participates in department designated meetings
- Able to perform other related duties as assigned

SIGNIFICANT DUTIES

- Performs follow-up work on insurance types for selected financial classes, including phone contact to Insurance Companies &/or Patients
- Responds to requests for information from files according to established policies and procedures
- Scan materials or copies records, and examines materials for legibility
- Selects and packages files for movement, transfer, and permanent storage
- Operates computer to process, store and retrieve health information
- Able to utilize typing, adding, calculating, or billing machines
- Answers email, mail or telephone inquiries as required
- Assist Medical Records Director in research as needed
- Prepares input for computerized medical information systems for processing vital statistics, insurance and other forms and documents
- Assures accurate billing processes by investigating internal procedures and patients billing information
- Makes recommendation to management for patient account write-offs
- Contacts staff accordingly to obtain or relay billing information
- Submits patient insurance claims timely and accurately
- Provides excellent customer service



Utilizes proper body mechanics, transfer/lifting techniques and appropriate equipment to minimize fall risk to patient and injury to self.

Physical Demands Checklist

PHYSICAL DEMAND REQUIREMENTS						
PHYSICAL ACTIVITY	FREQUENCY					ADDITIONAL INFORMATION
	Never	Rarely (0-25% of day)	Occasionally (26-50% of day)	Frequently (51-75% of day)	Continuously (76-100% of day)	
Lift: light weight (0-20 lbs.)					X	
Lift: moderate weight (20-35 lbs.)				X		
Lift: heavy weight (35-50 lbs.)			X			
Walk				X		
Bend				X		
Stand				X		
Sit				X		
Drive		X				
Climb		X				
Squat/crouch				X		
Kneel		X				
Push				X		
Pull				X		
Write					X	
Reach					X	
Grip					X	
Crawl		X				
Vision/read						X
Talk/verbal skills						X
Hear						X
Feel/tactile					X	
Concentrate in distracting environment					X	



SIGNATURES

This job description has been approved by all levels of management.

Manager

Date

HR

Date

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee

Date