

JOB DESCRIPTION

POSITION TITLE:	Overpayment Analyst/Billing Specialist
LOCATION:	HOPE Clinic
REPORTS TO:	Revenue Cycle Manager
EDUCATION:	High School Diploma or equivalent required, Associate Degree preferred, Certified Medical Coding a plus!
WORK EXPERIENCE:	3 years of billing and collection experience preferred
SALARY RANGE:	\$18 - \$20/Hr
FLSA STATUS:	Non-Exempt
POSITION TYPE:	Full-Time
LANGUAGE:	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is preferred

HOPE Clinic provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

JOB SUMMARY:

The Overpayment Analyst will be responsible for managing credits, do research and resolve overpayment discrepancies, credit balances, return office refund checks and handling patient concerns as needed. Acts as a backup biller when necessary.

RESPONSIBILITIES:

- Perform and validate discrepancy reason coding;
- Initiate refunds of identified overpayments and resolve open discrepancies;
- Monitor takebacks and initiate refunds as appropriate;
- Review and resolve credit balances;
- Accept phone calls and resolve patient concerns related to account balances;
- Research returned refund checks and take the necessary action to resolve;
- Identify problem accounts/processes/trends and escalate as appropriate;
- Utilize effective documentation standards that support a strong historical record of actions taken on the account;
- Appeal and follow up on overpayments;
- Act as a backup biller when necessary;
- Identify payer issues and trends and works with management and the Revenue Cycle Specialist to resolve;

- Maintain best practices and alignment with Compliance and HIPAA Guidelines;
- Attend on-site/off-site community engagement activities, clinic events, and/or training as needed
- Perform other duties as assigned to support HOPE Clinic’s Mission, Vision, and Values

QUALIFICATION REQUIREMENTS:

- Bilingual preferred;
- 3 years or more billing or collections experience;
- Must be able to review EOB/ERA;
- Analytical skills required;
- Intermediate Excel experience (pivot tables, tables, formulas);
- Must be fully vaccinated against COVID-19 with the recommended dosage.

EDUCATION and/or EXPERIENCE:

- High School diploma or equivalent required, Associate Degree preferred;
- 3+ years of relevant experience in healthcare billing and revenue cycle and experience with quality management required;
- Coding or billing certification preferred.

TRAVEL REQUIREMENTS:

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures, or governmental regulations. Ability to effectively respond to questions from patients.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide into all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Bilingual (Vietnamese, Chinese, Arabic, and/or Spanish with English) is preferred.
- Must have good transportation and a valid Texas Driver’s license.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions, and reporting results. Interactions are mostly with patients, their supervisors, and coworkers in their own and other departments.

PATIENT RELATIONSHIPS:

Follow through with patient inquiries, requests, and complaints. Forwards difficult and non-routine inquiries or requests to the appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach;
- Specific vision abilities required by this job include close vision requirements due to computer work;
- Light to moderate lifting (up to twenty pounds) is required;
- Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms, and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs, or temperatures.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.

Signature

Date

Full Name - Printed