

**WASHINGTON HOSPITAL CENTER  
POSITION DESCRIPTION**

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**BILLING/AUDIT REPRESENTATIVE II**

**JOB CODE: 1245  
FLSA: NON-EXEMPT**

**GRADE: 30  
EEO CODE: 68**

**SEIU, LOCAL 722 REPRESENTED**

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**GENERAL SUMMARY**

Ensures expedient payment of hospital bills by precertifying/verifying information gathered and submitted during the registration/admission process has been accurately presented to third party payers or guarantors, and to minimize errors that would result in penalties or other delays in payments to the Hospital. Ensures cash posting activities are completed in a timely manner.

**Incumbents in this position may perform all, or a combination of the duties described depending upon their assigned work area and the specific needs of the department.**

**PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Receives all admission accounts and checks demographics, prior admission status, and verifies patient benefit coverages from all applicable insurance sources. Ensures insurance provider is notified within required time period. Reviews medical records to secure information if patient is an inpatient in the Intensive Care Unit, or otherwise unable to provide information verbally. \*
2. Contacts or reviews insurance systems to determine claim status balance due on previously billed accounts. Resolves problems by phone, terminal or written correspondence, including coordination of benefits payable from primary/secondary carriers. May draft appeals regarding claim denials, or improper payments and requests rebilling of accounts as needed. \*
3. Obtains applicable insurance print-outs to determine eligibility level for existing insurance coverage. Updates patient accounts with appropriate insurance codes, calculates number of inpatient days allowed (Medicare), contacts primary physicians and obtains provider numbers, etc. \*
4. Obtains outpatient account numbers when inpatient status is canceled or converted to outpatient. \*
5. Determines self-pay patient eligibility for various charitable or uncompensated care funds, including but not limited to Needy Sick Fund, Stewart Trust, Crime Victims, Washington Hospital Center Charity Fund, etc. \*

**PRINCIPAL DUTIES AND RESPONSIBILITIES CONTINUED:**

6. Establishes contract agreements with patients, where applicable, for bill payment or conducts follow-up on agreements previously made in other departments. Obtains credit reports to check financial background of self-pay patients, and requests deposits, partial or payments-in-full. Refers patients unable to make payments for Medicaid dispositions. Refers patients to the Legal Affairs Department or to a collection agency if previously established payment agreement are defaulted. \*
7. Reconciles bills to discount previously established agreements between other registration areas in the hospital. \*
8. Conducts follow-up with patients involved in accidents or their representing attorneys to complete files for liens, excluding Medicare or Medicaid patients. Refers requests for estate liens for uncompensated accident cases where patient expires to the Legal Department. Monitors updated account information, removes liens and corrects information on patient credit history once accounts have been paid. \*
9. May verify billing data in court proceedings or other interview with legal representative or attorney.
10. Responds to requests regarding bills or the correct status of the responsible party designation. Provides demographic/insurance or other related information to the Social Work Department, Utilization Review Department, other physician/providers, as needed and according to department procedure.

**\*These duties are designated essential in accordance with the Americans With Disabilities Act of 1990.**

**MINIMUM JOB REQUIREMENTS**

**EDUCATION** Requires the ability to read and write and knowledge of grammar, and arithmetic, including fractions and decimals. May require the use of standard office/medical equipment (i.e., typewriter, personal computer, data terminal, on-line printer, calculator, telephone, facsimile, copier, sterilizing equipment, blood pressure cuff, OR tables). May require the preparation, comparison or checking of reports, records and related data. May require basic use of formulas, charts, tables, drawings and knowledge of their application. Requires knowledge such as that which would normally be acquired through the completion of a high school education or GED. May require up to 1 year of technical or other specialized training, such as training in data entry, Medical Terminology, ICD-9 Coding, medical insurance billing.

**Required Certification, Registration, and/or Licensure** None for this position.

**EXPERIENCE** From 1 to 3 years experience required.

**COMPLEXITY AND JUDGEMENT** Work consists of a number of complex, and diversified duties. Job holder makes decisions, including selection of correct procedures and/or the order in which to perform each duty, following standard policy/procedure. Supervisor is consulted in unusual situations and/or where there is an exception to policy and standard procedure.

**CONTACTS/INTERACTIONS** Contacts/interactions in own department, including multiple locations of same department, are continuous and involve obtaining/providing factual information. Contacts/interactions extend beyond own department, but generally remain within WHC and/or Medlantic affiliates, are frequent, and involve obtaining/providing factual information. Contacts/interactions extend beyond WHC and/or Medlantic affiliates, are continuous, and involve obtaining/providing information with interpretation and/or explanation.

**IMPACT ON CUSTOMER/BUSINESS RELATIONS** Inappropriate decisions and errors may be serious and pose some risk to patients, visitors, and/or other Washington Hospital Center personnel. Work is not checked on a task by task basis, but rather during supervisory and/or clinical reviews of overall operations completed during a block of time. Corrections may require significant effort, time and expense. Effect is usually confined within the Washington Hospital Center.

**WORKING CONDITIONS** Working conditions involve an occasional exposure to dust, fumes, noise, heat, or similar elements. Conditions are less desirable than those found in an office. Duties require moderate visual attention to regularly use a computer, video display terminal, or similar equipment or device. Injuries, should they occur, would be minor (e.g., minor cuts, burns and abrasions).

**MINIMUM JOB REQUIREMENTS CONTINUED**

**PHYSICAL DEMANDS** Sedentary Work Duties require exerting up to ten pounds of force occasionally and/or small amounts of force frequently. Sedentary work typically involves sitting most of the time, but may involve walking or standing for brief periods.

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The duties stated are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Other job related duties may be assigned by management.

**APPROVALS:**

_____ Vice President	_____ Date
_____ Assistant Vice President	_____ Date
_____ Manager/Department Head	_____ Date
_____ Director, Compensation	_____ Date
_____ Compensation Analyst	_____ Date

**DATE ISSUED:**      12/11/96  
**DATE REVISED:**    \_\_\_\_\_  
**DATE REVISED:**    \_\_\_\_\_