

**WASHINGTON HOSPITAL CENTER
POSITION DESCRIPTION**

MEDSTAR BUSINESS OFFICE SPECIALIST

JOB CODE: 94052
FLSA: NON-EXEMPT

GRADE: 32
EEO CODE: 5

SEIU, LOCAL 722 REPRESENTED

GENERAL SUMMARY

Ensures expedient payment of MedSTAR bills by verifying information (demographics and insurance) gathered, precertifying/getting authorization for transport, and presenting the information to the third party payers in a timely fashion, Ensures cash posting activities are completed in a timely manner and the department receives as much as possible. Answers questions from patients, families, third party payers, lawyers, other hospitals and other departments within WHC. Works to ensure minimal errors that would result in denials, penalties or delays in payments to MedSTAR for services provided.

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. Gathers data and enters data/missing data (demographic/insurance/guarantors/medical information) into all applicable systems. (AMS and Azyxxi in particular) Works with dispatchers as well as receiving/dispatching hospitals/families/etc. in correcting/adding information in the systems regarding transported patients. *
2. Contacts third party payers/insurance companies regarding MedSTAR transports and secures authorization and reimbursement amounts, deductibles, etc. and enters the information into the applicable system(s). May secure/read patient chart to secure needed information/perform analysis of service(s) for third party payers. Informs the patient/patient family of amounts/deductibles. *
3. Creates the charge for services and enters into all applicable systems. Checks downloaded systems to ensure charge is correct and all appropriate indications are made. Enters or ensures patient is in PFS system (with necessary notations that the patient was a MedSTAR transport) where it is necessary to use the WHC ID number versus MedSTAR's. Reviews patient chart/record to determine if admitted "regular floor" versus "ICU". Performs ICD-9 coding as necessary. Discharges patient as appropriate for billing purposes in PFS system. *
4. Problem solves/coordinates benefits from primary and secondary payers and/or workers compensation for patients. Contacts payers, inquires about coverage, and orchestrates coverage for patient and enters all necessary information into the applicable systems. *

PRINCIPAL DUTIES AND RESPONSIBILITIES CONTINUED

5. Contacts physicians, referring/sending hospitals and obtains provider numbers for managed care insurance and/or Maryland Medicaid. Enters numbers in systems. *
6. Establishes contract agreements with patients, where applicable, for bill payment. Obtains credit reports to check financial background of self-pay patients, and requests deposits, partial or payments-in-full. Determines self-pay patient eligibility for various charitable or uncompensated care funds. Works with WHC Social Work Department/ other social work entities in the determination. Refers patients unable to make payments for Medicaid dispositions. Submits claim/produces invoices or refers patient/ family to the appropriate entities to secure assistance, including but not limited to: Stewart Trust, Needy & Sick Fund, Crime Victims, Washington Hospital Center Charity Fund, etc. *
7. Enters/scans received "Explanation of Benefits" into Azyxxi for each patient. Uses Explanation to bill secondary insurance and/or the patient as appropriate recovering what is allowed for all sources.
8. Performs charge entry for transport under both WHC and MedSTAR Transports ID's. Acts as cashier – reconciling credit balances including payments to drop box. Sends drop box information to ACS. Accepts payments by credit card, processing card transactions. Where applicable/proper calculates and applies late charges to accounts. Creates check requests to insurance companies or patients for overpayments and/or coverage/splits by other payers.
9. Responds to inquiries from patients, attorneys, and third party payers. Researches questions/concerns and responds for department/Hospital.
10. Conducts follow-up with patients involved in accidents or representing attorneys to complete files for liens, legal action, excluding Medicare or Medicaid patients. Refers requests for estate liens for uncompensated accident cases where patient expires to the Legal Department. May physically transport documents, including liens. Monitors updated account information; remove liens and corrects information on patient credit history once accounts are paid. *
11. Creates standing and ad hoc reports. *
12. Participates in meetings, lectures, updates on applicable insurance issues/medical billing payments. Participates in the development of policies and procedures for specific area(s) of responsibility – drafting same.

***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, windows 2000, 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 medical insurance billing, Medical Terminology, ICD-9 Coding,.

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

EXPERIENCE 3 to 5 years experience required with demonstrated ability to perform medical insurance registration, billing, follow-up – preferably in a hospital billing and collections department.

COMPLEXITY AND JUDGMENT 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 exchanging/analyzing/interpreting information and/or counseling/advising/directing. Contacts/interactions extend beyond own department, but generally remain within WHC and/or Medlantic affiliates, are frequent, and involve obtaining/providing information with interpretation and/or explanation. Contacts/interactions extend beyond WHC and/or Medlantic affiliates, are continuous, and involve obtaining/providing exchanging/analyzing/interpreting information and/or counseling/advising/directing.

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 some exposure to noise, dust, fumes, or similar elements, but where no element is continuously present. Due Conditions are less desirable than those found in an office. Duties require frequent or prolonged periods of visual attention to use a computer, video display terminal, or similar equipment or devise. Injuries, should they occur, could result in lost-time (e.g., loss of arm, leg or eye, or a severe health hazard).

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.

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:

_____ Assistant Vice President	_____ Date
_____ Manager/Department Head	_____ Date
_____ Compensation	_____ Date

DATE ISSUED: 02/15/05

DATE REVISED: _____

DATE REVISED: _____