



**Job Title:** Medical Billing Clerk

**FLSA Classification:** nonexempt

**Salary Grade:** 101

**Reports to:** Medical Billing Manager

**Date:** 01/01/2021

## **JOB DESCRIPTION**

---

### **Summary/objective**

Provides customer service to patients and support staff for medical billing inquiries.

### **Essential functions**

*Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*

- Acts in a professional manner reflecting the mission and philosophy of Packard Health. Supports and abides by PH policies and procedures.
- Serves as billing support, fosters teamwork and emphasizes customer service to assure quality patient care
- First line assistant to support staff for billing issues
- Check accuracy of patient demographics, insurance eligibility verification
- Assist in answering the billing department phone calls and billing questions from patient located in the office
- Supports additional billing projects as needed
- Review billing concerns with Medical Billing Manager

### **Competencies**

- Multi-task and maintain professional demeanor in a busy practice environment.
- Ability to communicate with patients and co-workers in a clear, concise, pleasant, and respectful manner.
- Excellent written and oral communication and interpersonal skills
- Familiar with insurance websites, EHR software and Microsoft Office applications.
- High level of accuracy when typing and quick navigation on computer.
- Follows HIPAA guidelines when accessing and sharing patient information.
- Can operate various office equipment including, but not limited to, a computer, phone system, copy machine and FAX machine.
- Proficient in medical billing and insurance terminology.

### **Supervision Received**

Works under the direct supervision of the Medical Billing Manager.

### **Work environment**

Office Environment

**Physical demands**

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.

- Employee is regularly required to sit for extended periods of time
- Employee is regularly required to use hands and fingers for typing
- Employee is regularly required to view a computer monitor for extended periods of time

**Required education and experience**

- High School Diploma or equivalent
- One year of medical office clerical experience
- Knowledge of business office procedures and computerized medical practice systems.

**Preferred education and experience**

- Prior Medical Billing experience.
- Experience with Athenanet EHR system.
- Experience with Microsoft Office / teams.
- Language proficiency in Spanish or Arabic desirable.

**Other duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by:

Manager \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

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

Employee \_\_\_\_\_ Date \_\_\_\_\_

*This job description is a general description of job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of Packard Health are expected to perform tasks as assigned by PH supervisory/management personnel, regardless of job title or routine job duties. In accordance with the Americans with Disabilities Act, PH will provide reasonable accommodations for individuals who can perform the essential functions of this job*