


<p style="text-align: center;">    <b>Goochland Powhatan</b>  <b>COMMUNITY SERVICES</b>  Connect. Grow. Thrive. </p>	
<b>Title: Reimbursement Specialist</b>	
<b>Job Family: Administration</b>	<b>FLSA Status: Non-Exempt</b>
<b>Pay Grade: 2</b>	<b>Benefit Eligibility: All</b>
<b>Employee Name (print):</b>	
<b>Employee Signature:</b> (I have received a copy of this job description and my supervisor has reviewed it with me)	<b>Date:</b>
<b>Supervisor Signature:</b>	<b>Date:</b>
<b>Director of Administration Signature:</b>	<b>Date:</b>
<b>Executive Director Signature:</b>	<b>Date:</b>
<b>Date Position Description Last Reviewed: 4/1/2022</b>	
<b>Date Position Classification Last Reviewed: 4/1/2022</b>	

The following is a composite representation of the responsibilities for the respective job title. It is not intended to cover all possible job requirements or job factors of the titled position. Lines of supervision and reporting are as shown on the organizational chart.

### **DEFINITION**

Under supervision of the Reimbursement Supervisor, this position is responsible for providing reimbursement related functions for the agency. These responsibilities include interacting with consumers to discuss delicate financial information, as well as working with third party payers to discuss billing issues.

### **JOB EXPECTATIONS AND ESSENTIAL FUNCTIONS**

- Prepares and executes billing accurately through the Electronic Health Record (EHR)
- Provides consultation and assistance to GPCS employees regarding billing issues and required documentation for billing.
- Coordinate employee credentialing with third party payers
- Post payments from third party payers and consumers to consumer balances.
- Follows fiscal policies to establish consumer ability to pay amounts including conducting financial interviews with consumers for appeals and evaluation of financial ability when necessary.
- Follow fiscal policies to implement appropriate past due procedures
- Complete monthly billing for consumers to include generation of statements.
- Implement procedures to ensure maximization of billing for services
- Work with third party payers to resolve complex billing issues
- Process verification reports and tools to ensure consumer insurance coverage is up to date in the agency EHR
- Maintain consumer billing contact information in agency EHR
- Run reports to assist with consumer collections, and third-party payer collections.
- Be a resource to all agency staff and consumers regarding reimbursement and credentialing policies and procedures.
- Provide backup coverage for front offices when unexpected absences occur
- Perform all other duties as assigned

### **REQUIREMENTS**

#### **EDUCATION**

High School Diploma or GED

#### **EXPERIENCE**

3 to 5 years of reimbursement or medical billing work experience required

Medical Reimbursement and Coding certifications preferred

**LICENSE(S)**

Position will be required to possess a valid Virginia driver's license

**PRE-EMPLOYMENT**

Must submit to pre-hire criminal background check

**KNOWLEDGE AND ABILITIES**

- Knowledge of services provided by Goochland Powhatan Community Services.
- Knowledge of third-party billing requirements, processes and practices.
- Knowledge of third-party credentialing processes and practices
- Knowledge of fee collection and application processes.
- Knowledge of insurance verification procedures
- Ability to interpret complex billing and insurance reports and process timely
- Ability to problem solve complex billing issues with third party payers and consumers.
- Ability to work with persons with disabilities and handle a variety of behaviors.
- Ability to discuss difficult topics with tact and compassion.
- Ability to communicate with consumers, consumer's family members or guardians, agency employees, county personnel and general public in an appropriate manner.
- Ability to competently utilize general computer hardware and software to include computers, signature pads, Microsoft Office programs and EHR.
- Ability to exercise sound judgment, demonstrate initiative, and work with minimal supervision.
- Ability to maintain confidentiality of consumer's information.
- Ability to multi-task and handle interruptions.
- Ability to be a team player.
- Ability to implement enhanced organizational and time management skills

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

**ENVIRONMENTAL CONDITIONS**

Work environment is primarily an office environment working at a desk. Position may be at either Goochland or Powhatan offices and require travel to either office.

Sitting: 90%; Standing/Walking 8%; Driving: 2%

Average Weight Required to lift or carry at any one time: 50 pounds for brief periods of time