

New England Life Flight, Inc
Personnel Policies

I. POSITION: Billing Manager

II. PRIMARY PURPOSE

Under the direction of the Director of Information Technology and Reimbursement, oversees third party billing functions and staff.

III. ESSENTIAL DUTIES

- A. Management of third party billing including:
 - 1. Demographic patient registration
 - 2. Coding and charge entry
 - 3. Claims production
 - 4. Payment and follow-up
 - 5. Appeals
 - 6. Payment posting (including contractual allowances and secondary payer charges)
 - 7. Refunds
 - 8. Collections
- B. Supervision of third party billing staff
- C. Maintains current on compliance and fee schedule issues including new regulations at the local, state and national levels
- D. Collections analysis and reporting, including routine month-end closing
- E. Maintain third party billing software and assist IT with implementing new releases and updates
- F. Documentation and updates of BMF third party billing practices including the billing manual
- G. Enroll with new insurers when required and maintain enrollment with current insurers
- H. Act as Billing Department's liaison to ground providers and consortium hospitals
- I. Manages account with outside collections vendor
- J. Print reports requested by the Director of IT & Reimbursement and/or CFO
- K. Support inter-departmental functions (e.g. – HIPAA & development correspondence)

IV. POTENTIAL DUTIES

- A. Unrestricted travel
- B. Assigned administrative duties

V. MINIMUM QUALIFICATIONS

- A. Four years experience in third party billing
- B. Intimate knowledge of local, state, and federal rules and regulations as applied to third party billing
- C. Strong working knowledge of third party billing computer systems and proficiency in MS Word and Excel
- D. Documentation of ICD-9 coding training or agreement to complete within 1 year
- E. The ability to maintain a high level of confidentiality
- F. Strong interpersonal and communication skills
- G. Must be able to speak, read, write and comprehend the English language without restriction
- H. Must be able to maintain peer accountability, be an effective problem solver and maintain professional demeanor and confidentiality at all times

VI. NOTES

An FBI background check will be performed prior to employment.