



## Your Life. Our Mission.

New England Life Flight, Inc.  
d/b/a Boston MedFlight

### Job Description

#### I. **POSITION** MEDICAL CODER (ICD-10) / BILLING SPECIALIST

#### II. **PRIMARY PURPOSE**

Under the direction of the Patient Financial Services Manager, the Medical Coder/Billing Specialist performs medical coding (ICD-10) and categorization of ambulance trip records and prepares each claim for verification. The Medical Coder/Billing Specialist will also perform third party billing duties and provides support to the PFS group. Professional attitude, good judgment, and high ethical standards are required. Additional tasks or duties may be assigned as determined by management.

#### III. **ESSENTIAL DUTIES**

- A. Monitors daily flow of patient records
- B. Reviews electronic patient care records to ensure records are accounted for and all components are complete. Reports any discrepancies to the appropriate party
- C. Reviews and adjusts appropriate HCPCS classification of ambulance trip type (e.g. – ALS, SCT, RW, FW)
- D. Reviews electronic patient care records and selects/enters appropriate ICD-10 codes, based on patient's documented or presumptive diagnosis
- E. Reviews narrative information for accuracy and medical necessity
- F. Verify and document patients' third-party insurance eligibility status
  - 1. Data entry of demographic patient information, charge entry, posting of payments/contractual allowances
- G. Claims production:
  - 1. Printing or other preparation of insurance claims, self-pay bills, collection letters.
  - 2. Collecting the Medical Necessity Forms, Narratives, Trip Sheets & Explanation of benefits needed to attach to associated insurance claims
  - 3. Faxing to insurance companies for prior-authorization
  - 4. Bundling claim forms with appropriate documentation
  - 5. Preparing mailings, which includes addressing, stuffing and posting envelopes
  - 6. Preparing appeal letters when needed
- H. Keep current on compliance issues including new regulations at the local, state and national level
- I. Print reports requested by Patient Financial Services Manager, and/or CFO
- J. Contact sending/receiving hospitals or patient's family (via email or voice) for demographic information
- K. Monitor claim status and conduct follow-up with insurers/private payers
- L. Prepare electronic deposits for the bank, as requested
- M. Resolve credit balances and initiate refund requests
- N. Follow-up with patients by phone regarding outstanding balances and offer alternative payment options
- O. Review mail received and take appropriate action, including documenting receipt in billing record
- P. Answer phones and assist patients with inquiries about their bills
- Q. Maintains positive communication (written and spoken), effectively while interfacing with fellow employees, patients, referring hospitals, and the community at large.



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**IV. POTENTIAL DUTIES**

- A. Various other administrative duties as assigned

**V. MINIMUM QUALIFICATIONS**

- A. ICD-9/10 Coding experience, certificate preferred
- B. Certification of completion of school for Medical Billing or 1-3 years' experience in third party billing preferred
- C. Knowledge of FAX, photocopying, e-mail and computer systems. (e.g. Word, Excel, Billing software)
- D. Maintenance level of medical terminology
- E. Maintenance level knowledge of HIPAA and privacy rules
- 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
- I. Must be a self-motivated individual willing to take initiative and able to function with minimal supervision

**VI. NOTES**

An FBI background check and criminal background check will be performed prior to employment and annually.

**How to Apply:**

Please visit our career center by clicking [here](#) to submit an application and résumé.

**For More Information**

Please visit our website to get more information about current job opportunities and our program.

[www.bostonmedflight.org](http://www.bostonmedflight.org)

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