

# Klamath Health Partnership

## Job Description and Responsibilities

### Position: Billing Specialist

**Salary Range:** \$18/hr  
**Status:** Non-Exempt  
**Reports to:** Billing Supervisor  
**Location:** Klamath Open Door

The Billing Specialist is responsible for accounts receivable, posting payments, claims processing, scheduling and collection of patient and insurance payments. The Billing Specialist performs account audits whenever necessary to ascertain correctness of account balances.

#### Key Responsibilities

- Assist in collections and accounts receivable by reviewing transactions in Greenway
- Assist in coding with appropriate diagnosis and procedure codes using ICD-10 and CPT codebooks. Process Commercial and DMAP claims.
- Assist in billing of all Commercial Insurances, Medicare, OHP (DMAP, Cascade Health Alliance), Workman's Compensation, Personal Injury, etc. Print and review for accuracy all weekly charges to the above insurance carriers making sure all documentation is appropriate for fast and correct reimbursement.
- Pull chart notes for billing with claims that require chart notes for reimbursement. Call insurance companies and OHP to ascertain benefit coverage and dates. Bill secondary insurance as needed. Read all insurance updates for changes in billing procedures and rules.
- Assist in posting of all insurance and patient payments received in the clinic and in the mail.
- Resubmit for review all insurance rejections and perform follow up on any outstanding insurance balances.
- Collect patient co-payments and sliding fee scale payments.
- Evaluate all customer complaints and implement appropriate corrections under the direction of the Billing Manager.
- Performs other duties as assigned.

#### Desired Knowledge, Skills, and Abilities:

- High school diploma or general education degree; or three to six months' related experience and/or training; or a combination of education and experience.

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- Knowledge of procedure codes and diagnosis (ICD-10 and CPT codes).
- Knowledge of insurance billing procedures.
- Possess the tact necessary to deal effectively with patients, physicians and co-workers.
- Must have excellent verbal and written communication skills.

### **Accommodations**

The 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. While performing the duties of this job, the employee is regularly required to walk, talk, bend, lift, carry, write, and hear. The employee frequently is required to stand, walk, sit and use hands to finger, handle or feel. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

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### Employee Position Description Acknowledgment

I have received a position description or summary of the duties I am to perform. I understand what my duties entail and affirm that I possess the requisite knowledge, skills, abilities, experience, and education to perform the duties described. I can perform them with or without reasonable accommodation. I understand that jobs and duties are subject to change from time to time, as Klamath Health Partnership, Inc., its Board of Directors, Executive Director, or my immediate supervisor deem necessary. Thus, I may be required to perform duties other than those listed, and my job may change over time.

KHP's hours are from 7:00 am to 7:00 pm, six days a week, including Saturdays. You will need to coordinate with your manager to determine your work schedule. Depending on the position, you may be required to work at one of our satellite locations.

I understand that I am expected to report to work as scheduled, on time, prepared to start work, and will remain at work for my entire work schedule. I am responsible to avoid late arrival, early departure, or other disruptive absences from scheduled hours as far as practicable. My schedule will be prearranged by my departmental supervisor based upon the operational needs of Klamath Health Partnership, Inc., and in keeping with its core mission. I realize that staffing needs and operational demands may necessitate variations in starting and ending times, leave requests, as well as variations in the total hours that may be scheduled each day and week. I will seek guidance from my supervisor or the Human Resources Specialist for clarification of all scheduling questions, requests, and guidelines.

I understand that this position description is not a pledge of continued employment in this or any other job for any specific period of time or under any specific circumstances or conditions. This position description does not change the terms and conditions of the at-will employment relationship explained in the corporate policy handbook.

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Employee Signature

Date

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Human Resources

Date