

# Cass County Council on Aging

## Job Description

**Job Title:** Administrative Billing Assistant

**Job Summary:** Under the supervision of the Operations Team Leader, responsible for providing statistical support for the agency, gathering and maintaining statistical records, recording and compiling units of service for entire agency, and assisting with information required for individual grant reports.

**Nature and Scope of Job:** Position requires a variety of data entry tasks related to clients, staff and programs requiring daily use of word processing, spreadsheets and database functions. Position requires detail work and excellent organizational skills.

### **Essential Job Functions:**

#### Billing

1. Processes bills for Care Services private pay and Agency clients in a timely and accurate manner.
2. Demonstrates proficiency in billing for all payer sources including agency, third-party, share- pay and private pay.
3. Monitor and ensure payments are being made in accordance with the terms of the specific contract.
4. Verify that rates billed are in accordance with contractual terms.
5. Tracks documentation of billed services.
6. Ensure customers are billed correctly for services offered.
7. Processes corrected claims for client services and resubmits in a timely and accurate manner.
8. Issue invoices and distribute them electronically or by mail.
9. Verifies units billed match the Care Plan limits and services.
10. Demonstrates proficiency in collection of claims from all payer sources including insurance, agency, third-party payers and private pay.
11. Enters required data into multiple systems by payer sources before the 10<sup>th</sup> of each month for the month prior.
12. Conducts collection calls as needed to clients, contract agencies and insurance companies.
13. Keep accurate records (customer information, received payments etc.).
14. Collection and follow up on all outstanding contracts.
15. Ensure that A/R payments are current and all delinquent accounts are being followed up on in a timely fashion.
16. Correct system issues pertaining to billing, patients and or caregivers as directed by management.
17. Prepare and submit statements and non-paid status reports each month to the Operations Team Lead and others, as assigned.

#### Administrative duties

1. Assists with gathering and recording statistical data for the entire agency.
2. Compiles figures for monthly unit reports and invoicing.
3. Assists with monthly and quarterly grant reports.
4. Assists with processing Home Care Aides time and mileage sheets.
5. Performs clerical/ receptionist duties and assists other members of the finance department as required
6. Participates in staff and team meetings when required.
7. Attends relevant meetings, seminars and trainings as appropriate.
8. Substitutes at agency switchboard as needed.
9. Processes outgoing mail on a daily basis.
10. Creates and maintains detail documentation for all major tasks within their primary responsibility.
11. Follows the agency's safety and health procedures to ensure safe working practices.
12. Performs other duties as assigned.

#### Money Reconciliation

1. Maintains client donation/fee records and sends out monthly statements
2. Records in-coming program donations.
3. Logs all payments and cash gifts received in the mail.
4. Participates in monetary reconciliation counts for drawers, donations, payments and such in accordance with the Accounting Procedures and Policies

**Minimum Qualifications:**

Prior medical Insurance billing experience is highly desirable. Strong skills in excel and data entry is preferred.

Education: High school diploma or equivalent with courses in word processing, spreadsheets and data entry functions. Associate degree or college courses strongly preferred, or equivalent experience.

Experience: Two plus years of progressively more responsible experience in data processing and record keeping with knowledge of insurance billing strongly preferred.

Other: May require a car and valid driver’s license.

Certifications: Must maintain current CPR, First Aide and AED certification.

**Skills and Abilities**

1. Ability to relate well with others in a small office setting and with the general public.
2. Ability to work as part of a team with minimal supervision.
3. Respect for clients and the ability to maintain confidentiality.
4. Ability to perform basic computer functions such as word processing, database and spreadsheets.
5. Ability to operate routine office equipment.
6. Ability to work under pressure in a fast-paced environment.
7. Ability to maintain a calmness, patience, and good sense of perspective under sometimes very difficult circumstances.
8. Possesses basic knowledge of community resources as they relate to human services.
9. Ability to communicate both orally and in writing.
10. Ability to perform basic accounting functions.
11. Ability to organize work and complete assigned tasks.
12. Ability to exercise good judgment and to accept responsibility.

*The above statements are intended to describe the **general** nature and level of work being performed by individuals assigned to this position. They also reflect the minimum skills and experience levels associated with performing the essential job functions. They are not intended to be an exhaustive list of all duties, skills and responsibilities of personnel in this position. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as **general** guidelines that should be considered along job related selection or promotional criteria.*

**Physical Requirements**

Ability to sit for prolonged periods while entering data to the computer.

Ability to access office files. Ability to enter and access information to the computer.

Ability to lift and carry files, notebooks, and materials weighing up to 20 pounds.

*Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements*

**Working Conditions:**

Works in office conditions.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.*

Approval: \_\_\_\_\_ Date \_\_\_\_\_  
(Executive Director)

*I have read, understand and received a copy of this job description and am able to carry out the responsibilities as listed.*

Employee Signature: \_\_\_\_\_ Date \_\_\_\_\_

**FLSA Status:** Hourly, Non-exempt  
Paraprofessional I  
May 2022