

## **Billing Coordinator II**

Child and Family Psychological Services, PLLC (CFPS) is the largest private outpatient behavioral health practice in Massachusetts. CFPS is a rapidly growing practice with outpatient offices throughout the Boston suburbs as well as having clinicians embedded in more than 20 primary and specialty care practices. We are committed to improving the health of those we serve by providing exceptional, personalized behavioral health care with dignity, compassion, and respect. Likewise, we are committed to maintaining a positive working culture and collaborative approach to operations.

**Location: Norwood, MA**

### **Hours**

- This position is Full Time (40 hours per week)
- Includes a few evening and weekend workshops/training/events a year.
- Monthly deadlines may require working extra hours, including Saturdays

### **Position Summary**

This position is a "team" position that has the best interest of the entire practice as the primary goal but includes responsibility for on-site coordination of Billing that is consistent and coordinated with our system-wide operations.

### **Essential Functions and Responsibilities:**

- Pre-authorization of healthcare benefits and update to same
- Patient account data entry and maintenance
- Eligibility and Benefit Verification
- Supporting clinical staff in coding and medical billing process
- Respond to billing inquiries from patients and other staff
- Scan checks into automated bank deposit system
- Process charges through AdvancedMD Practice Management System
- Process Electronic Remittance and reconcile payments that need to be posted in our former system (HELPER) or belonging to an associate practice.
- Generate, review, and send patient bills and insurance claims
- Run credit card payments through the AdvancedMD and/or Open Edge Virtual Terminal
- Post payments received at the CFPS Lock Box
- Daily financial reconciliation.
- Research and effectively resolve claim and statement issues through knowledge of medical billing practices. Document actions taken and communicate results.
- Analyze outstanding account balances and determine plan of action to resolve.
- Collection/Follow up on outstanding accounts.
- Make payment plan arrangements for patients experiencing financial difficulty.
- Cross training within Billing department
- Other support and duties within the practice as needed.

Job requires strict compliance with all company policies and procedures including but not limited to all state and federally mandate patient privacy laws and regulations (E.g. HIPAA).

Job requires maintaining respectful and polite professional relationships with patients consistent with reasonable expectations for a behavioral health practice.

Essential functions are subject to change from time to time as needed

**Skills and Qualifications:**

- Must possess strong, professional verbal and written communication skills. Proper phone etiquette.
- Ability to exercise courtesy, tact and sensitivity with team members and clients, even when faced with difficult situations.
- Commitment to privacy and confidentiality regarding patient data.
- Must be able to work independently but also work well in a team environment
- Visibility requires maintaining a professional appearance and providing a positive company image to the public consistent with company policies.
- Experience and competence executing health care patient finances.
- Experience in communications with insurance companies and patients that may require “patience”
- Success in collecting outstanding accounts with sensitivity to patient vulnerabilities
- Experience with Electronic Claims and Electronic Remittance desired
- Experience with On line Provider tools relative to insurance carrier coverage and claim processing
- Knowledge and experience with AdvancedMD Practice Management System a plus

**Education & Training**

- High school diploma required
- Minimum of 1 year of experience in health care billing/finance setting.
- Minimum of 1 year customer service experience in a healthcare setting.
- Knowledge and experience using Microsoft Office preferred

**For consideration please send a resume and a cover letter detailing your experience and your salary expectations to [HR@cfpsych.org](mailto:HR@cfpsych.org).**