

Medical Billing Manager Job Description

Duties and Responsibilities:

- Perform as a practice expert at the department on all issues relating to billing and intake processes
- Supervise the billing/intake department operations; perform duties such as charge entry, payment posting, reimbursement management, referral intake and insurance verification, claim submissions, and accounts receivable follow-up
- Carry out audits of current procedures and processes, discover billing/intake operations areas to improve on and effect the necessary actions
- Train, allocate work, and resolve problems among billing office personnel
- Carry out performance evaluation of personnel and recommend necessary actions
- Provide motivation to employees to achieve their best performance and high degree of productivity
- Ensure quality and appropriate trainings are provided to newly hired and existing billing/intake staff through effect supervision and coordination of the training process, and by adhering to established company operating policies, procedures and systems, protocols, techniques, and standards
- Coordinate time away requests of team members to ensure the daily functions of the department is not negatively affected
- Carry out analysis of trends affecting coding, charges, accounts receivable, and collection, and assign manageable tasks to billing staff
- Collaborate with other departments to get and analyze additional information about patients to be able to record and process billing effectively

- Ensure the billing/intake department carries out all its activities in accordance with its overall protocol, and also that they complied with payer, State, and Federal requirements, regulations, and guidelines
- Remain updated on HIPAA and all other health information management issues and regulations
- Ensure strong team building and protocol in the billing and intake department by holding bi-weekly staff meetings
- Give report of all concerns and issues at the department to the Director of Revenue for prompt necessary action.

Medical Billing Manager Requirements – Skills, Knowledge, and Abilities

- Strong experience of medical insurance/healthcare billing and collections work in a health system or medical practice
- Possess profound knowledge and understanding of rules and regulations affecting medical billing and insurance verification
- Considerable number of years working in a supervisory or management position
- Deep knowledge and understanding of revenue cycle, collections and payment posting, medical billing, Medicare and Medicaid, and third party payers
- Thorough knowledge and working experience of CPT and ICD9 codes, UB04 claim forms, HCFA 1500, HIPAA, medical terminology, appeal processes, billing and insurance regulations, and insurance benefits
- Solid knowledge of basic accounting principles and business management to be able to effectively give direction to the billing and coding office
- Profound knowledge of company policies and procedures to be able to provide the right answers to inquiries from all customers (both internal and external)
- Strong negotiation skills to be able to effectively deal with customers and secure payment, as well as to be able to discuss the finances of patients
- Possess current knowledge of technologies in the health information sector and their applications

- Strong interpersonal skills to be able to effectively relate with the public, patients, organizations, and other employees
- Strong skills in carrying out every part of the work process, i.e. development, implementation, and administration, effectively
- Detail-oriented with the ability to work under pressure and frequent interruptions from staff and patients without being distracted
- Strong ability to communicate effectively with staff, colleagues, patients, physicians, and insurers in person, over the telephone, and in writing
- Strong proficiency in the use of Word, Outlook, Excel, and other Microsoft Office tools
- Strong ability to display exceptional initiative and work under little or no supervision
- Strong ability to train and supervise the work of employees; effectively organize, prioritize, and schedule tasks to ensure practice timelines are met
- Strong ability to handle problems consisting of multiple variables in an organized manner.