

CLAIMS BILLING LEAD

Job Code: 440011	FLSA Status: Non-Exempt	Mgt. Approval: D. Christiansen	Date: April 2024
Department: Rev Cycle – Claims/Payments/Provider Enrollment	HR Approval: B. Haak	Date: April 2024	

JOB SUMMARY

Under the general supervision of the Claims Supervisor, the Claims Billing Lead is responsible for monitoring a large portfolio of outstanding claims and is engaged in pro-active advanced claim error resolution. The Claims Billing Lead engages in research and resolution of complex claim edits for all service areas under the UW Health umbrella assigned by payers and external claims validation software. The incumbent actively participates in quality improvement initiatives and assists with special projects as needed. The individual is also responsible for answering questions regarding team functions, assisting management with team direction, and monitoring the accuracy and timely filing of claims to various payers or programs.

Prompt resolution of outstanding claim errors involves working with UW Health internal and external customers (e.g., government and commercial insurance companies, clearinghouses, third-party payers, UW Health coding, charge integrity, compliance, utilization management and pharmacy teams). Additionally, the Claims Billing Lead requires a thorough understanding of complex claim filing guidelines, third party payer requirements, government regulations, and in-house computer applications for billing and accounts receivable.

The incumbent also serves as a technical claims expert. Responsibilities include training new staff, providing ongoing training to existing staff, as well as being able to perform all duties of the Claims Representative. The incumbent monitors activities performed by Claims Representative staff to ensure claims are filed appropriately and provides direction as necessary. A significant degree of independent judgment and decision making is required.

This position represents UW Health and the Revenue Cycle team by adhering and upholding the UW Health Mission, Vision, and Values, and UW Health Service Performance Standards in providing the highest quality service. They will support their co-workers, engage in positive interactions, and provide helpful assistance in anticipating and responding to the needs of our customers.

MAJOR RESPONSIBILITIES

Lead Responsibilities:

- Provide general assistance to the Claims Team:
 - Train new staff and provide ongoing training for existing staff
 - Monitor activities performed by claims staff to ensure claims are filed accurately and timely
 - Complete quality improvement and productivity activities
 - Answer questions regarding team functions and assist with team direction
 - Review adjustments made by staff members according to internal audit policy

Core Responsibilities:

- Research and resolve advanced claim errors sent by external sources such as payers and clearinghouses to facilitate prompt resolution of outstanding claims. This includes:
 - Analyze and research claim errors
 - Communication with external parties
 - Follow federal and state regulations to ensure compliance standards are met
 - Monitor timely filing requirements on claims
- Verify patient coverage information and update registration as required
- Accurately document all actions taken to resolve advanced claim edits
- Communicate with other UW Health teams, payers, and external sources to resolve claim issues
- Assist with explanation of benefits claims balancing resolution
- Review and validate adjustments to accounts made by the claims team
- Create team job aids and continuous education materials
- Complete work on special projects, queries and reports as assigned
- Epic claims build testing

Customer Service Standards:

- Support co-workers and engage in positive interactions
- Communicate professionally and timely with internal and external customers
- Demonstrate friendliness by smiling and making eye contact when greeting all customers
- Provide helpful assistance in anticipating and responding to the needs of our customers
- Collaborate with customers in planning and decision making to result in optimal solutions

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Associate Degree in Business, Finance, Health Information Management or related field
Work Experience	Minimum	Two (2) years of experience in a healthcare revenue cycle or clinic operations role -or- one (1) year of experience in a healthcare revenue cycle operations role plus one (1) year of prior leadership experience.
	Preferred	<ul style="list-style-type: none"> Epic experience Three (3) years of experience in a healthcare revenue cycle or clinic operations role with progressive leadership responsibilities. Knowledge of medical and insurance terminology, CPT, ICD coding structures, and billing forms (UB, 1500)
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Ability to make good judgments in demanding situations Ability to react to frequent changes in duties and volume of work Effective communication skills Ability to listen empathetically Ability to stay calm under pressure and deal effectively with difficult people Ability to organize details logically and accurately Ability to manage multiple tasks with ease and efficiency Self-starter with a willingness to try new ideas Ability to work independently and be result oriented Positive, can-do attitude coupled with a sense of urgency Effective interpersonal skills, including the ability to promote teamwork Strong problem-solving skills Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians and external stakeholders Ability to use various computer applications including EPIC Excellent PC operating skills (keyboard, mouse) and use of MS Office Broad knowledge of health care business office practices and principles Basic math skills and knowledge of general accounting principles Maintain confidentiality of sensitive information Knowledge of Business Office policies and procedures Knowledge of local, state and federal healthcare regulations

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				