

CLAIMS BILLING REPRESENTATIVE

Job Code: 440032	FLSA Status: Non-Exempt	Mgt. Approval: S. Zimmerman	Date: 11.2018
Department: Patient Accounting, 22180 & PBS-General, 361825000		HR Approval: A. King	Date: 11.2018

JOB SUMMARY

Under the general direction of a UW Health Patient Accounting Supervisor, the Claims Billing Representative is responsible for the accurate and timely filing of claims to commercial, government and contracted payers. The Claims Billing Representative works claim edits within Epic and/or a contracted billing software vendor timely and accurately, ensuring correct filing of insurance claims.

The Claims Billing Representative must understand and comply with federal and state billing regulations including protected diagnosis codes as defined under HIPPA and Wisconsin State Statutes and UW Health Policies and Procedures.

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

Core Responsibilities:

- Prepare and process insurance claims timely and accurately to government, commercial and managed care payers.
- Review and distribute corrected claims.
- Enter appropriate account notes in Epic billing system to clarify actions taken to reconcile claims.
- Resolve claim edits via claim edit work queues and/or our external billing software.
- Correct Medicaid claims via the WI Medicaid web portal.
- Correct Medicare claims via the Medicare Florida Shared System
- Verify eligibility for coverage via multiple payor websites
- Assure compliance with billing requirements for workers compensation and third-party liability claims.

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.
- Ability to stay calm under pressure and deal effectively with difficult people

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's Degree in Business, Finance, Health Information Management, or a related field
Work Experience	Minimum	One (1) year of experience in an insurance, finance, medical, hospital, or customer service related field.
	Preferred	<ul style="list-style-type: none"> • Revenue Cycle (healthcare business, financial or insurance) experience. • Epic experience. • Knowledge of medical and insurance terminology, CPT, ICD coding structures, and billing forms (UB, 1500)
	Minimum	

Licenses & Certifications	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Understand medical terminology and have the ability to read a medical record. • 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 logically and accurately organize details • 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

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

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 docket, 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 docket, 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	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

	sedentary if walking and standing are required only occasionally and other sedentary criteria are met.			
	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:				