

UW HEALTH JOB DESCRIPTION

Optical Billing Specialist and Optician			
Job Code: 920009	FLSA Status: Nonexempt	Mgt. Approval: T. Lamontagne	Date: May 2019
Department: Optical Clinics		HR Approval: J. Tokarski	Date: May 2019
JOB SUMMARY			
<p>The Optical Insurance Billing Specialist and Optician would be responsible in reviewing, preparing, and submitting insurance claims for the 5 UW Health Optical. This position is responsible for payment posting and accounts receivables. In addition, this person also assists patients in the selection, ordering and dispensing of eyeglasses and contact lenses, while maintaining current knowledge of products available. This position serves as a link between the doctors and optical labs in interpreting prescriptions and visual needs; performs eyeglass repairs and adjustments; is responsible for billing of purchased materials accurately and efficiently.</p>			
MAJOR RESPONSIBILITIES			
<ol style="list-style-type: none"> 1. Responsible for timely processing of accounts receivables for 5 Optical locations . 2. Preparing, reviewing and submitting optical insurance claims electronically and by paper, insurance payment posting and ensuring accuracy of claims paid, follow up with insurance payors on processed claims, denials or uncompleted claims. 3. Manage untimely filing, write off's; partner with the optical manager and contracting dept. to ensure insurance contracts are up to date, minimizing loss. 4. Train and coach optical staff on improvement of claims processes and errors in billing. 5. Serve as the contact person for optical staff regarding questions on insurance eligibility, processes, and submitting claims. 6. Advise patients on insurance coverage, promotions and other available options. File insurance accurately and timely. 7. Ability to accurately record patient and order data in computer system. Complete customer billing/service records. 8. Optician duties, including informing and educating patients on available frame styles, lens designs, other options and assist patients with selection of eyewear best suited for their lifestyle, prescription and personal needs. Repair and adjust eyewear when necessary. Inspect and verify eyewear received for proper specifications according to ANSI Standards. 9. Partner with optical staff to troubleshoot patient eyewear when necessary. 10. Balance patient ledgers, reconcile financial transactions and deposits within the department daily. <p style="text-align: center; margin-top: 10px;">ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.</p>			
JOB REQUIREMENTS			
Education	Minimum	High diploma or equivalent	
	Preferred	Completion of Optician Vision care Program Associates degree in Business, Finance, Health Information Management or related field	
Work Experience	Minimum	One year of experience in an insurance, medical or customer service related field One year as an optician or eyecare experience	
	Preferred	Knowledge of medical and insurance terminology, CPT, ICD coding structures, and billing forms Contact lens training or experience preferred Insurance billing experience preferred Optical lab experience and/or optometric technician experience	
Licenses & Certifications	Minimum		

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	Preferred	<ul style="list-style-type: none"> American Board of Opticianry (ABO) Certification and/or National Contact Lens (NCLC) Certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Excellent organizational skills Basic knowledge and understanding of eyewear designs and uses 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,

X	Infants (Birth – 11 months)	X	Adolescent (13 – 19 years)
X	Toddlers (1 – 3 years)	X	Young Adult (20 – 40 years)
X	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)
X	School Age (6 – 12 years)	x	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
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
x Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	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#

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	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#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.