



**Community Health Alliance of Pasadena (ChapCare)  
Job Description**

<b>Title:</b>	<b>Billing Supervisor</b>		
<b>Department:</b>	<b>Business Office</b>		
<b>Reports To:</b>	<b>Business Office Manager</b>		
<b>Directs:</b>	<b>4 FTE'S</b>		
<b>EEOC:</b>	<b>Admin Support</b>		
<b>FLSA Status:</b>	<b>Exempt</b>		
<b>Salary Range:</b>	<b>\$33,000</b>	<b>\$38,000</b>	<b>\$43,000</b>

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*Community Health Alliance of Pasadena (ChapCare) strives to pay its workforce at the mid-level or 50% of the salary range. For new hires, we offer pay at less than the 50% mark to allow for growth. ChapCare offers a generous employee benefit package. The combination of the pay and benefits results in a total compensation package in the 70% of the competitive salary range.*

**Summary**

Serves as the Billing Department Supervisor for Community Health Alliance of Pasadena dba ChapCare. Under the direction of the Business Office Manager, manages all facets of medical billing accounts receivable including: coding, billing, and collections workflow and processes. Conducts analysis of Accounts Receivables on a daily, weekly and monthly basis or as frequently as needed to account for all collectable revenue. Directly supervises and evaluates the associated staff and performs these functions directly. Individual will coordinate the work with Clinical Departmental Managers and Supervisors to ensure that billing and coding functions are timely and being performed accurately and in compliance with established policies and procedures. In addition, this position is also responsible for providing training and consultation to providers and billing staff to ensure medical coding is done accurately for both compliance and maximum reimbursement.

**ChapCare's Expectations of all Employees**

- Ensures timely billing and follow up for patient services
- Prepares accurate reports of patient charges, payments, and adjustments.
- Maintains open communication with supervisor and all staff.
- Collects and records data accurately.
- Works flexible or extended hours where necessary.
- Observes all safety and health regulations and works in accordance with safety policies and procedures. Reports unsafe actions/conditions and injuries to the supervisor promptly.
- Demonstrates awareness and compliance of the corporate and organizational mission and objective of CHAPCARE is to promote health care access for all people of the San Gabriel Valley.

**Essential Duties and Responsibility**

**Focus on Billing:**

- Understands the entire medical billing process, insurance rules and regulations, and can enforce/abide by policies and procedures.
- Manages the day-to-day operations of the BO's Coding/Billing Department.
- Supervises and trains Billing Department staff in specific work areas assigned.
- Provides day-to-day oversight and management of billing and coding timeliness and queue workloads
- Review the coded medical encounter forms for quality assurance, to maximize revenue capture and for compliance with state and federal laws, FQHC, Medicare, Medi-Cal, Managed Care Plans, County Programs and other third party insurance plans requirements.

- Serves as a trainer for the billing staff and other healthcare professionals in the use of billing procedures, coding guidelines, proper documentation techniques and functions.
- Advises Business Office Manager of issues affecting the efficiency of the Billing Department, such as system problems, personnel issues, equipment problems, etc. and offers suggestions to improve efficiency.
- Effectively communicates with Business Office and clinical department staff to resolve questions.
- Provides concurrent coding and queue management overflow work support and performs billing and coding functions directly as needed.
- Plans, manages and implements performance management processes for all billing and coding staff directly supervised with a focus on staff development and efficiency.
- Prepares weekly and monthly operational and statistical reporting of billing operations and staff performance.
- Coordinates with the administrators and billing staff of clinical departments to insure proper charge capture mechanisms and coding, billing and claims follow-up.
- Enforces CHAPCARE's policies and procedures relevant to billing, coding, and human resources for the personnel directly supervised.
- Oversees Coding and Billing educational materials and distributes to staff.
- Retrieves, reviews, and analyzes medical records and related documents for coding and billing reviews.
- Supervises coding reviews for physicians on a periodic basis as per CHAPCARE's coding review policy.
- Drafts correspondence to appeal payment denials.
- Attends required in-service programs and participates in continuing education activities.
- Maintains confidentiality of information in accordance with CHAPCARE's policies and procedures.
- Maintains knowledge of current professional coding certification requirements
- Assists with special billing/coding projects as assigned.
- Complies with all legal requirements and CHAPCARE policies.
- Performs all other duties as assigned.

#### **Focus on Records, Statistics, and Data:**

- Consistently prepares accurate monthly statistical reports that include number of patient charges, payments, adjustments, and log.
- Trains and provides feedback to staff involved in preparation of records and transaction sheets to assure in accuracy of all such records
- Performs special data collection projects and other assignments within agreed upon timelines
- Prepares quarterly Medi-care Credit Balance Report accurately and timely

#### **Focus on Teamwork:**

- Various other duties as assigned by supervisor. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing.
- As a team member of CHAPCARE, the Billing Supervisor respects and protects information regarding patients and other team members and abides by the rules of the Confidentiality Protocol.
- Assists and backs-up other Billing staff as necessary.
- Participates in health center in-services, listening and respecting others' ideas.
- Abides by Rules of Confidentiality.

## **Qualifications**

### **Education:**

- High school Diploma and/or
- Associate's degree in Business and/or Health Administration or comparable work experience; preferred but not required.
- Certified Professional Coder (CPC) and Certified Coding Specialist (CCS) certification preferred.

### **Experience:**

- 3 years supervisory experience preferred.
- Five (5) years progressive experience of out-patient coding and billing.
- Prior medical records review experience.
- Experience in supervising personnel.
- Experience in governmental programs and other third party reimbursement guidelines
- Federal Qualified Health Center (FQHC) Billing a plus.
- EPIC Care Billing Systems; Use, training, reporting, maintaining data sets, analysis experience a plus.
- Coding/auditing review experience and/or data management responsibilities a plus.

### **Knowledge and Abilities:**

- Ability to deal professionally, courteously, and efficiently with the public and to remain calm under stress.
- Ability to communicate effectively in English, both verbally and written form.
- Ability to work effectively, both independently and with a team.
- Ability to handle high volume of work and multi-task assignments.
- Ability to retain information and have good recall ability.
- Flexibility to adapt to new ideas and roles as they are developed.
- Ability to organize and prioritize tasks effectively.
- Ability to research and resolve problems.
- Telephone courtesy; customer-service oriented
- Working knowledge of medical billing and collections
- Knowledge of ICD-9, CPT-4 and DPT-4.
- Working knowledge of personal computers and business related software, preferably Windows, Word and Excel.
- Able to operate general office equipment, such as copiers, facsimile machines, calculator, etc.
- Excellent oral and written skills
- Mathematical accuracy
- Medical terminology and diagnostic indexing
- Revenue billing and collection problem-solving
- Modern office practices and procedures including email
- Intermediate computer skills
- Attention to detail, perseverance, timeliness, and excellent follow-through on work tasks
- Demonstrated good problem-solving skills
- Able to handle multiple tasks simultaneously



- Able to quickly build and maintain rapport with patients and providers of differing backgrounds; team player

**Physical Demands/Working Conditions**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to drive to all ChapCare facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 50 pounds (on wheels). Clearly communicates information to patients and staff. Effectively read all clinical and administrative documents. High manual dexterity

Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.

**Acknowledgement of Receipt**

I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

\_\_\_\_\_  
Employee Name

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Employee Signature

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Date