

EMS ACCOUNTS SPECIALIST

General Statement of Duties

Performs specialized technical and clerical work of an accounting nature, processing bills and payments from EMS services provided in order to achieve accurate, timely and compliant billing.

Distinguishing Features of the Class

An employee in this class performs specialized technical and clerical level duties of an accounting nature processing EMS / ambulance service bills and payments. Work involves processing EMS and ambulance bills for an assigned segment of the County, posting payments, adjustments and reserves in accordance with citizens' EOB's (Explanation of Benefits); processing denials for payment of insurance until payment is received; monitoring credit balances and providing refunds when needed; discussing bills and payments with patients or financial representatives; following up with insurance companies and patients regarding balance due; and updating demographic information in systems. Work requires the employee to be familiar with medical terminology and protocols, and to be familiar with a variety of insurance company, Medicare and Medicaid payment and bill processing procedures, and may require the employee to enter data directly into Medicare or Medicaid systems. The employee often works with insurance companies and individuals to resolve bill discrepancies and medical procedure issues. Work assignments are performed in accordance with established procedures with unusual situations being referred to the supervisor for guidance. Judgment is required in selecting and applying appropriate processes and procedures. Tact and courtesy are required when working with patients and their families. Work is performed under regular supervision and is evaluated daily through observation, work completion, and conferences.

Duties and Responsibilities

Essential Duties and Tasks

Reads EMS trip tickets to determine the proper levels of service was provided and what code best describes the patient's condition; determines medical necessity in order to decide how to bill for services; reviews file to assure paperwork is complete.

Enters billing information and computes bills; itemizes charges showing due; submits to insurance company and Medicare or Medicaid.

Posts payments received via mail, credit card and by phone; balances posted payments and daily transaction reports; prepares daily cash report; issues receipts; records amount received; enters payment received by electronic payments such as Medicaid; notes any corrections or denied claims.

Follows up on denied claims; researches correct insurance, demographic or other information; re-bills with corrected information; works with various insurance carriers (including military), Medicare and Medicaid organizations in the collection of payments and to resolve billing disputes; responds to patients and insurance company inquiries.

Verifies coverage and correct information through a variety of resources; contacts patient to determine if insurance is available for billing when needed and sends forms to obtain signatures for billing.

Documents actions taken on delinquent patient accounts; makes arrangements with delinquent accounts who wish to make payments on a regular basis.

Prints and mails statements.

Takes phone calls or meets with patients concerning billing or payments; explains procedures and break-down of charges to explain procedures; occasionally works with irate callers to explain bills and payment and collections options.

Communicates with attorneys to provide records and bills for lawsuits. Files liens with attorney when appropriate.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

- Considerable knowledge of use of computerized billing programs and databases.
- Working knowledge of medical terminology, procedures and protocols.
- Working knowledge of the collection and payment activities of insurance companies, Medicare and Medicaid organizations.
- Working knowledge of accounting processes and procedures.
- Working knowledge of modern office practices and procedures.
- Some knowledge of governmental bookkeeping practices and procedures.
- Ability to understand and apply policies and procedures to the maintenance of financial records and reports.
- Ability to use calculating and adding machines and automated equipment for the maintenance of accounting and patient records.
- Ability to verify accounting documents and forms for accuracy and completeness.
- Ability to input data and operate a calculator at a moderate rate of speed.
- Ability to communicate effectively in oral and written forms.
- Ability to establish and maintain effective working relationship with departmental personnel, employees, and the general public.

Physical Requirements

- Must be able to perform the basic life operational skills of fingering, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work, exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to move objects.
- Must possess the visual acuity to prepare data and figures, do accounting related tasks, and operate a computer terminal.

Desirable Education and Experience

Associate Degree in business administration or accounting and some experience in an accounting, or fiscal office environment; or an equivalent combination of education and experience. Medical billing courses or experience helpful.