

MEDICARE/INSURANCE SPECIALIST EMERGENCY SERVICES

GENERAL STATEMENT OF DUTIES

Under general supervision performs clerical accounting duties in the collection of bills incurred for EMS services provided to customers in Caldwell County. Work involves setting up accounts, collecting delinquent bills, and posting payments and deposits for the County's EMS service. Work also involves preparing reports and comparing month-to-month and year-to-year totals. Independent judgment and initiative are required in completing assigned tasks. Considerable tact, courtesy and firmness are required in dealing with customers and the general public. Reports to the Director of Emergency Services.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Collects delinquent ambulance bills; notifies customers who are delinquent in payment; prepares monthly payment schedules for customers and maintains records of payments; issues garnishments to delinquent customers who are employed and prepares correspondence to customers with partial balances remaining after Medicare and insurance payments are made; initiates collection action through litigation, as necessary. Releases garnishment when balances are paid in full.

Files liens with attorneys for any customers involved in litigation; files appropriate paperwork for customers filing for bankruptcy with the courts; searches for delinquent accounts, file all insurance Explanation of Benefits, file Workers Comp claims, file judgment with the court system on delinquent customers that cannot be located through standard procedures.

Prepare monthly deposit reports for the Finance Department. Balance daily, monthly, and yearly.

Prepares copies of bills for customers; fills out medical necessity forms and mails to doctors for re-filing with Medicare.

Appears in court for judgment purposes.

Gathers and releases information to and from insurance companies, attorneys, employers, customers, etc.

Prepares receipts and posts payments for all monies received; generates all general ledger reports that are required; informs customers when bad checks are received, prepares disbursement vouchers when overpayment is made, take deposits to the bank.

Prepares general ledger report indicating monthly totals for deposits, tickets billed, amounts paid by Medicare and Medicaid, and totals write-offs; and prepares statistical report comparing month-to-month and year-to-year totals.

Bill and collect for County Rescue Squads.

Processes Medicare and Medicaid patients, insuring that the amounts paid and the required write-offs are documented. Prepares any procedural statistical reports to EMS staff.

Files against estates of delinquent customers, notify executors, and the Clerk of Court's Estates Division of such action; documents payments of outstanding bills and files release of claim with Clerk of Court, as appropriate.

Assigns account numbers to customer files; procures proper addresses of responsible parties for billing; procures Medicare and Medicaid numbers, telephone numbers, employment information, proper addresses, etc. Insures bills are sent to the responsible party in nursing homes, hospices, claims departments, parents of minors, and insurance companies.

Enters all information from completed ACR's, final breakdown of ACR's original and copies.

ADDITIONAL JOB FUNCTIONS

Maintains \$50 cash fund and balances each month.

Receives and delivers mail every day.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in business or related field and 3 to 5 years of experience in collections with background in bookkeeping and accounting; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities.