**Billing Quality Assurance/Quality Control Coordinator**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

Responsible for reviewing AR Team’s work regularly to ensure that the highest standards of quality and accuracy are maintained by the AR team. Maintain accuracy rates for billing, as well as provide constructive feedback to the AR Team for improvement. Works with the AR Team to ensure that the highest level of customer service is achieved for residents and staff through prompt follow-up and resolution of billing issues.

Must be well organized with strong analytical and communication skills; be a self-starter and demonstrate initiative; be able to prioritize, trouble-shoot and problem solve; must be proficient in Microsoft and Google Applications. The Billing Quality Assurance (QA) / Quality Control (QC) Coordinator also develops complex metrics, financial and operational reports for decision-making. Analyzes reports and information and recommend solutions and opportunities for improvements to departmental and senior management. Work with the AR Team and residents to remedy billing issues and/or payments.

**RESPONSIBILITIES**

* Assist AR Team to ensure billing deadlines are met, and bills/claims are distributed and/or submitted timely with minimal errors.
* Highlight potential billing and quality issues, and make recommendations for improvement to management
* Maintain current knowledge of billing requirements and systems. Make recommendations for billing processes, procedures, and system improvements.
* Serve as a vital member of the organization’s Triple Check Process
* Lead AR Team through the implementation of new billing systems and/or upgrade of current billing systems.
* Work with Health Information Technology to ensure the accuracy and timeliness of billing rate master files.
* Develop and maintain Standard Operating Procedures and Job Aides for Private Pay Biller, Cash Receipts, and Business Officer Manager positions.
* Prepare, document, and update billing processes, policies, and procedures as needed to ensure the billing function operates effectively and efficiently.
* Review and adjust (as needed) all invoices for ancillary charges.
* Follow up on delinquent private pay accounts to ensure timely and satisfactorily resolutions. Make recommendations to management for private pay refunds, account balance write-offs, and adjustments.
* Coordinate annual rate update process to ensure that rate letters are distributed accurately and timely to residents and responsible parties. Coordinate the completion of annual AR audit schedules.
* Work closely with new hires, anyone new to a process, or having difficulty to with errors to ensure quality work is produced in the future.
* Identified training opportunities for improvement, and provide training as needed (small group or one-on-one training/cross-training)
* Serve as primary back up for Private Pay Biller.
* Serve as the department’s liaison with the clinical team, HIT, IT and outsourced billing company to ensure interoperability of clinical and billing systems.
* Follow up timely on request for information in regards to billing reviews and/or audits.
* Support the mission of Westminster-Canterbury by providing quality customer service.
* Perform other related duties as assigned.

**QUALIFICATIONS**

* High school diploma or equivalent required
* Minimum of three years of healthcare billing and finance required, preferably in a long-term care environment.
* Knowledge of Medicare/Medicaid billing preferred
* Demonstrated knowledge of Microsoft Office Suite software and electronic billing is essential.
* Demonstrated advanced analytical skills relating to AR billing and reporting.
* Demonstrated advanced Excel (spreadsheet) knowledge and skill to create management reports by effectively manipulating data and presenting it in an understandable and useful format.
* Strong knowledge of Medical Billing System processes and the Revenue Cycle Management with a demonstrated understanding of how systems impact resident, patient, and insurance billing.
* High degree of accuracy, attention to detail, and organization skills
* Excellent problem solving and decision-making skills
* Must possess excellent interpersonal skills and the ability to work with others positively and constructively in both written and verbal communications.
* Ability to work and interact professionally with residents, payor representatives, families, and coworkers.
* Must be able to handle multiple tasks simultaneously, react quickly under stringent time frames, and meet fixed deadlines.
* Must be able to clearly and concisely explain billing procedures and claims adjudication to AR Team, staff, residents, insurance companies, and/or family members.
* Must be able to develop billing SOP, job aides, AR policies and procedures, and organize materials in a presentable format.
* Must be able to organize workflow, prioritize tasks, research accounts, and work effectively and efficiently with minimal supervision.

**BENEFITS**

* Health & Dental Available Day 1 for new employees!
* Dental Insurance
* Life Insurance
* Long-term Disability Insurance
* Medical Insurance
* Short-term Disability Insurance
* Employee Assistance Program
* Retirement Plan with employer match
* Paid Time Off (PTO)
* Employee Discounts
* Excellent Advancement Opportunities
* Scholarship Program for Employees/Family Members
* Tuition Assistance
* Six paid holidays
* Vision