**Home Health & Hospice Billing Specialist**

**Westminster Canterbury at Home and Senior Options**

3181 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

The Home Health and Hospice Billing Specialist performs a variety of advanced duties involved in the billing and collections for skilled Home Health Care, Home Care and Hospice services provided by Westminster-Canterbury and partners in accordance with established procedures and regulations.

* Files accurate medical claims on a timely basis to Medicare, insurance companies, and responsible parties.
* Maintains an accurate accounting of insurance billing, payments, etc.
* Assists patients and responsible parties with questions and concerns regarding their accounts.

**RESPONSIBILITIES**

* Enters information necessary for insurance claims such as patient, insurance ID, diagnosis and treatment codes and modifiers, and provider information
* Ensures claim information is complete and accurate
* Prepares bills/data for all pay sources, fulfilling individual requirements for each pay source to bill accurately
* Adjusts any billing/data errors found on bill in a timely manner
* Submits insurance claims to clearinghouse or individual insurance companies electronically or via paper UB04/HCFA 1500 form
* Follows up with insurance company on unpaid or rejected claims, resolves issues, and re-submits claims
* Responds to inquiries regarding all pay sources and verifies client coverage accurately and timely
* Identifies customer needs and responds to all customer inquiries/needs in a timely manner, ensuring a high level of customer satisfaction
* Processes month-end billing and reports and prints them (bills and reports) for all pay sources, ensuring that each pay source is processed separately and in a timely manner
* Produces demand bills if required
* Fulfills individual requirements for processing and transmitting RAPs and final claims on an immediate and daily basis and confirms that transmission has been received by the MAC
* Enters all contractual adjustments by the end of month closing including impact of LUPAs, PEPs, and other manual adjustments.
* Posts cash receipts to patient accounts; reviews remittance advises to confirm that expected payment was received; and follows up with payor and re-bills claims not paid or paid incorrectly
* Reports credit balances and overpayments to pay source immediately
* Records claims denials, investigates reasons, and re-bills, if possible
* Enters cash receipts and accurately reconciles cash entry in a timely manner
* Collects accounts receivable from all pay sources, calls pay sources to collect accounts receivables in a timely manner, documenting on call sheet, and follows up with all unanswered claims
* Compiles the aged trial balance within one week of month end close, or as otherwise directed, following up on outstanding balances and taking necessary action to resolve the balance
* Remains current on changes in billing requirements of the intermediary and other pay sources and changes in the billing software programs
* Handles all data confidentially and in compliance with HIPAA regulations
* Serves as department liaison to Home Health partners
* Performs other duties as requested, including temporary assignments/rotations

**QUALIFICATIONS**

* High school diploma or GED.
* Minimum two years of medical billing experience required, preferably skilled Home Health billing with an emphasis on Medicare and Commercial payers.
* Medical terminology, ICD-9, and CPT coding preferred.
* Knowledge of general medical recordkeeping procedures.
* Demonstrated proficiency in Microsoft applications including Outlook, Word, and Excel
* Demonstrated proficiency in Allscripts or similar software preferred.
* Demonstrated ability to prioritize tasks, handle multiple tasks simultaneously, react quickly under stringent time frames, and meet fixed deadlines.
* Demonstrated ability to effectively communicate in writing and verbally with residents, responsible parties, staff, and pay source representatives.
* Demonstrated ability to establish and maintain effective working relationships with employees, residents, other agencies, and Home Health partners.
* Must be willing to work overtime to meet billing deadlines.

**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 after 1 year of service
* Paid Time Off (PTO)
* Employee Discounts
* Excellent Advancement Opportunities
* Scholarship Program for Employees/Family Members
* Tuition Assistance
* Six paid holidays
* Vision