

## BUCKTAIL MEDICAL CENTER

## Job Description

**DEPARTMENT:** Business Office

**SUPERVISOR:** Accounting Supervisor / Manager

**POSITION:** Business Office Coordinator

### **Job Summary:**

Responsibilities include, but are not limited to, managing the day-to-day operations of the business office, overseeing and troubleshooting the billing processes. Serve as the liaison and point of contact between the third-party billing vendor and the Hospital. Serve as a point of contact for internal and external stakeholders, addressing inquiries, resolving issues, and providing assistance as needed. Assist the Accounting Supervisor as needed, assist with all aspects of the Business Office, and to function in a staff capacity as needed.

### **Qualifications:**

High School Diploma with strong Accounting/Business Background.

Possess excellent communication skills

Detail oriented and well organized

Knowledge of medical billing/collection practices.

Work well with meeting deadlines.

Previous experience with Microsoft Office software

### **Duties:**

Coordinates and communicates regularly with the third-party billing vendor

In conjunction with the third-party billing vendor:

- Identifies and resolves billing queries/problems.
- Research and processes denied claims (Returns)
- Prepares correspondence and/or collection letters.
- Communicates with payees and Billing Company to answer questions and provide additional supporting documentation.
- Prepares letters of appeal to insurance companies if the company refuses to pay contracted claims and/or denies a claim; submits documentation necessary to support claim; resubmits claims with corrections if needed for payment for all insurance payers.

- Enters data and charges from charts into the billing system; generates all required reports.
- Answers phones and assists physicians with duties as necessary.

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- Abides by state collection and credit regulations; interprets and complies with state/federal regulations, laws, and guidelines.
- Assists in writing and revising all Business Office policies and procedures to reflect current processes/practices and regulations.
- Secondary billings - Manage old accounts, determine final bill, and collection status
- Transfer balances to bad debt when necessary
- Consults with and advises management on corporate policies, operations and objectives and the effectiveness thereof.
- Complete special reports as required by the Administrator or Accounting Supervisor.
- Completes various surveys for the facility
- Complete accounts receivable reconciliations and aging schedule
- Responsible for the administration of the Financial Aid Program (FAP) including annual compliance report
- Prepare items relating to month end closing for the facility on a timely basis
- Perform all other duties as assigned by the Administrator of the facility or the Accounting Supervisor.

By signing below, I acknowledge that I have received, read, and understand the job description for my intended position and fully understand the contents therein. While functioning in my intended position I shall perform these duties to the best of my ability.

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Signature

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Date

Updated 5/5/2023 CK