

INTAKE BILLING COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for performing a variety of record keeping tasks to coordinate activities relating to the billing office. Incumbents of the position may also interact with clients to determine financial eligibility of applicants for the services offered through Community Services. The work is performed under the general supervision of the Community Services Fiscal Administrative Officer.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

To insure that billing is properly assessed;

To provide instruction to billing staff that insures proper and effective record keeping;

To provide clarification of insurance guidelines to all Community Services Staff;

To act as liaison with doctors, social workers, other professional staff and agencies in carrying out the billing process;

Assists clients in determining their insurance benefits as primary coverage where applicable;

Establishes program controls including a periodic review of each client to determine continued eligibility;

Compiles information and types various reports as required;

Assists billing office in resolving problems with insurance claims;

Keeps record of provider status with various insurance companies;

Negotiates rates and terms with non-providers insurance companies;

Answers telephone inquiries and gives routine billing information to prospective clients. Assists clients in resolving problems with insurance claims.

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Good knowledge of eligibility criteria and services provided by various units of Community Services; good knowledge of office terminology, procedures and equipment; good knowledge of business English; good knowledge of business arithmetic; good knowledge of techniques and methods of conducting interviews; ability to read and understand written material; ability to compile data; ability to prepare written material; ability to understand and carry out complex written and oral instructions; ability to deal effectively with others; ability to work effectively with professional people; and clerical aptitude.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant an Associates Degree or higher; or
- (B) Two (2) years of experience involving interviewing and/or interacting with people in mental health services; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

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Last Reviewed: 4/03/00
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

Revised in Classplan on 3/24/09
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