

MEDICAL BILLING COORDINATOR

27-G

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility to ensure that a county department is properly billing for mental health and other health care services. The incumbent is responsible to ensure that billing is properly assessed to maximize the agency's ability to collect fees for services provided. This position involves responsibility for the frequent exercise of independent judgment in resolving issues with insurance claims and bills claims as needed. Work is performed under the general supervision of the supervisor in charge of the department's billing office. Supervision may be exercised over the work of assigned subordinates in the billing office.

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.*

Assists billing office in resolving problems with insurance claims and bills claims as needed;

Insures that billing is properly assessed;

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

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

Assists in preparing periodic and statistical reports;

Provides clarification of insurance guidelines to all departmental staff;

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

Compiles information and quarries various reports as required;

Codes, cross-indexes and verifies diseases and special therapy according to established nomenclature and classification systems; independently determines appropriate codes to be used based upon documentation;

Verifies completeness, accuracy and proper entry into computer systems according to established

standards, statutes and regulations;

Assists with Medicare, Medicaid and private pay billing and coding of services for the department;

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

Keeps records of provider status with various insurance companies;

Negotiates rates and terms with non-contract insurance companies;

Answers telephone inquiries and routine billing information to prospective clients, assists clients in
resolving problems with insurance claims;

Utilizes electronic data processing equipment in the course of performing duties and responsibilities;

Assists with Accounts Payable and Accounts Receivable, including collections of outstanding
receivables and posts to the billing software;

Responds to inquiries regarding information in clients' charts from insurance companies and other
authorized agencies.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARAC-

TERISTICS: Good knowledge of eligibility criteria and services provided by various units of Community Services, Public Health Services, or the Adult Care Center, as applicable; good knowledge of the design and operation of medical records retention and retrieval systems; good knowledge of the appropriate content of medical records and the origins of clinical information; good knowledge of medical terminology and standard nomenclature for coding and indexing diseases; good knowledge of medical recordkeeping procedures; good knowledge of laws, regulations and techniques governing the maintenance and release of medical records; good knowledge of the basic principles and practices of

accounting and bookkeeping; good knowledge of software programs, including word processing and database at an acceptable rate of accuracy and speed; working knowledge of statistical methods for health care records management analysis; good knowledge of office terminology, procedures and equipment; ability to express oneself clearly both orally and in writing; physical condition commensurate with the demands of the position, 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:

- (A) Possession of a Bachelor's degree from a regionally accredited or New York State registered college or university in Business Administration and two (2) years of experience in the indexing and inventorying of medical records and/or maintaining computerized medical record databases for a unit or department of a medical facility or insurance company; or
- (B) Possession of an Associate's degree from a regionally accredited or New York State registered college or university in Business Administration and four (4) years of experience in the indexing and inventorying of medical records and/or maintaining computerized medical record databases for a unit or department of a medical facility or insurance company; or

(C) Graduation from high school or possession of a high school equivalency diploma and six (6) years of experience in the indexing and inventorying of medical records and/or maintaining computerized medical record databases for a unit or department of a medical facility or an insurance company.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Last Reviewed: 03/15/2018
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

Revised and Replaced in Classplan: 2/21/2023
Revised and Replaced in Classplan: 4/22/2025 (Edu)