

**WILLCARE JOB DESCRIPTION**  
**BILLING COLLECTIONS ANALYST**

<b>Title:</b> Billing Collections Analyst	<b>Department:</b> Billing / Accounts Receivable	<b>FLSA Status:</b> Non-Exempt
<b>Reports to:</b> AR Billing Supervisor	<b>Direct Reports:</b> None	<b>Revised:</b> March 4, 2010

**POSITION SUMMARY:**

Responsible for all aspects of patient / client billing and collections including, but not limited to, performing the billing function, ensuring timely payment, collections and follow-up.

**ESSENTIAL DUTIES & RESPONSIBILITIES FOR POSITION:**

1. Review assigned accounts at specified intervals (typically accounts aged 60 days or older) to verify payment activity. Verify previous financial arrangements to ensure guarantor compliance.
2. Handle financial payment arrangements when necessary.
3. Generate Monthly Aging Reports into a clean, working excel document.
4. Work all accounts daily in excel to ensure timely payments.
5. Follow-up with appropriate telephone inquiries, appeal letters and final demand letters to payers and patients as needed to process claims. Be sure to document all inquiries and comments.
6. Review non-payment accounts monthly with Supervisor for collection and / or possible write-off.
7. Ensure the proper rates and codes are entered into the system and appear on the investigated claims.
8. Research and resolve unbilled claims to ensure none exceed 60 days old.
9. Maintain accurate patient billing files.
10. Perform billing function for all patients and clients.
11. Ensure proper controls are adhered to for accuracy and timeliness of billing.

**DUTIES & RESPONSIBILITIES OF AGENCY EMPLOYEES:**

1. Demonstrate a clear understanding of WILLCARE's Mission, Purpose and Philosophy.
2. Adhere to ethical business practices by striving to perform in a manner that conforms to the highest standards of ethical behavior, integrity and honesty.
3. Take initiative and responsibility for decisions as an individual and as a company. Exhibit commitment to personal and companywide goals.
4. Participate in the ongoing development of competencies, capabilities, technology and the resources needed to achieve high standards of efficiency and effectiveness. Approach everything with the passion and desire to meet the highest standards.
5. Place needs of the patient first at all times. Care management and service delivery are developed with the goals of the patient's healing and support in mind. Strive to deliver lasting value to our patients in the comfort of their home.
6. Strive to help lead the industry through vision, technology, innovation, and customer service. Strive to make a difference in the lives of our employees, patients, and community. Encourage a positive environment and experience for co-workers and patients.
7. Treat employees, patients, and business partners with respect. Foster teamwork by trusting and supporting each other while encouraging collaboration at all levels of the organization. Embrace diversity and demonstrate the ability to work together.
8. Promote a safe and efficient working environment by adhering to Agency Policies and Procedures.
9. Maintain confidentiality of all Agency and patient related information. Protect patient rights as defined in the Patient Bill of Rights.
10. Maintain proper attendance and punctuality to ensure that the department is operated in an efficient and cost effective manner.
11. Adhere to departmental and Agency dress codes.
12. Communicate information effectively both verbally and in writing.

13. Attend and participate in staff meetings, required in-services, Agency PI activities and other meetings as requested.
14. Utilize material, equipment and time in a safe, beneficial, and cost effective manner.
15. Organize workload to complete responsibilities in an appropriate and timely manner.
16. Observe infection control and standard precautions.

**OTHER DUTIES & RESPONSIBILITIES:**

1. Perform other duties as assigned by supervisor.

**SUPERVISORY RESPONSIBILITIES:**

1. N/A

**EDUCATION & QUALIFICATION REQUIREMENTS:**

1. High School Diploma / GED. Associate's Degree in Medical Billing preferred.
2. Minimum two (2) years billing experience in a healthcare environment.
3. Computer proficiency.
4. Thorough knowledge of AS400 and Cerner preferred.
5. Strong communication and organizational skills.
6. Excellent problem solving skills.

**PERSONAL & PHYSICAL REQUIREMENTS:**

1. Ability to lift up to 10 lbs.
2. Work environment is characteristic of any office setting which involves prolonged periods of sitting and intermittent physical activity such as occasional requirement to stand, walk, reach with arms and hands, and to stoop, bend, kneel, or crouch.