



Munster Eye Care Associates, P.C.
Comprehensive Ophthalmology/Optometry and Optical Dispensary
759 45th Street, Suite 101 • Munster, IN 46321
219.922.6226 • F 219.922.8784
munstereyecare.com

Position: Billing Specialist

Department: Patient Accounts

Reports To: Practice Administrator and Office Manager

Job Description:

This individual is responsible for preparing and filing all insurance claims (paper and electronic claims transmission), obtaining prior authorizations for surgeries, as well as reviewing and following-up on all incorrect payment amounts or denials; posting all incoming insurance payments, balancing the business office daily business activities, closing out each day's receipts for the deposit; complete all patient/insurance follow-up and collections on past due accounts; and make necessary write-offs and refunds according to the financial policy.

Personal Skills:

This individual must be a professional, have a positive attitude, be a team player, create efficient work patterns through organization, pay special attention to detail, possess strong customer service/ communication skills with patients, doctors, managers and co-workers, computer literate, multi task oriented and possess values and beliefs that are in accordance with the practice's core values.

Professional Skills:

Degrees or certifications are required. One must be interested in attending ophthalmic classes and become certified in ophthalmic coding to keep up with changes in our field. We want individuals with a good attitude and that are willing and able to work together to make our company successful.

Manage Patient Accounts and Collection Process:

- Run patient statements once a week
- Work Patient Responsibility Report and segregate based on collection process.
 - Statements
 - Past due statements
 - Final notice
 - Threshold Balance and indicate reason for balance
 - Collections Balance and indicate reason for balance
 - Payment plans and review to ensure that plan is current, otherwise patient is reworked into billing cycle
- Apply collection recovery payments from Komyatte Law office
- Run Collections Accounts Report weekly. Work report for collections balances and reasons for balances, and submit report to Komyatte Law Office.
- Work small balance write offs at the time insurance payments are posted.
- Process NSF checks.

Insurance:

- Identify low payer, slow payers and delinquent payers to Practice Administrator and Office Manager as they occur

- Utilize fee schedule to determine correct payments
- Auto posting Medicare, Anthem, BCBS of IL, and ERAs
- Process insurance payments
- Understand contract payment/reimbursement guidelines to make sure we are maximizing reimbursement.
- Understand coding guideline to maximize reimbursement-including modifiers that should be used and how they affect payment.
- Adjustments as needed.
- Insurance company entry and editing.
- Patient insurance carrier deletion.? (What does this mean)
- Understand medical and vision plans in order to maximize reimbursement.
- Understand when to execute a waiver for insurance benefit limitations.
- Understand the key components of the Medicare/Medicaid programs as it relates to Ophthalmology and Optometry
- Understand the key components of our most common commercial carriers as it relates to Ophthalmology and Optometry
- Transmit insurance claims daily.
- Identify and correct any denied or rejected claims while running claims processing daily.

Coding: (Need to know in order to process insurance payments and do follow-up)

- Understand when to bill a NP exam or consult
- Understand when to use 92 vs. 99 codes on insurance claims
- Apply modifiers when appropriate
- Understand insurance payment/coding guidelines
- Coding and billing of all surgical services
- Coding and billing of all hospital consultations
- Coding and billing of all office services such as examinations, procedures, lasers, diagnostic tests, and optical
- Verify the necessity for pre-certifications for surgeries, office procedures and diagnostic tests
- Maintain standards for documentation by staff and doctors for insurance carriers
- Coordinate CPT and ICD-9 codes to comply with insurance company's protocol to maximize reimbursement prior to 10/1/2015. Effective 10/1/2015 coordinate CPT and ICD-10 to comply with insurance company's protocol to maximize reimbursement.
- Proficiently use CPT and ICD-9 reference books for appointments prior to 10/1/2015. Effective 10/1/2015 proficiently use and understand CPT and ICD-10 reference books and electronic applications.
- Communicate to the appropriate staff any corrections that need to be made due to the transition of the ICD-9 to ICD-10.
- Monitor that PQRI measures are added to claims if needed for the Optometrist.
- Run PQRI report to check that no claims go out that could have measures attached for the Optometrist.
- Run Office Production Report weekly to verify the correct department codes are being used for month end.
- Surgeries
 - Bundle and unbundled codes
 - Multiple procedures
- Consults
 - Understand documentation requirements for insurance reimbursement or medical necessity
 - Understand billing based on chief complaint
- Maintain and proficiently understand the LCDs for the Medicare contractor and other insurance policies.
- Maintain the Medical Coding Manual and the How To Manual in the Patient Accounts Folder.

Follow Up:

- Understand the parameters needed to run the Insurance Receivable by Carrier Report as well as interpret the Insurance Receivables by Carrier Report for claims stuck in the system and claims on hold
- Work Aging Report in accordance with the Insurance Companies Claims Payment worksheet
- Follow-up with insurance companies on any incorrect insurance payments

- Understand when to use correcting entries/adjustments and apply them accordingly
- Utilize and understand the Office Monthly Analysis worksheet

Refund Adjustments:

- Process returns/exchange of merchandise for optical
- Process all patient refunds
- Process all insurance refunds
- Process all replacement refund checks that either the patient or insurance has not processed.

Miscellaneous Office Operations:

- Inform appropriate person of practice management system errors as they occur
- Run computer diagnostics in accordance with the practice management system protocol
- Complete Practice Management computer training based on relevant classes.
- Complete ICD-10 training classes and cross walk exercises.
- OCS Certification in Ophthalmology

9/29/2015 updated aca/kem - 2/10/2014 aca/lb word/saved/patients account/patient accounts job descriptions/billing specialist updated