

# Medical Billing Specialist

Central Ohio Orthotic & Prosthetic Center: [www.COOPC.org](http://www.COOPC.org)

## Position Summary:

This position is an entry-level, full-time, medical billing position with hours of Monday - Friday; 8:30am to 5:00pm. Candidate will be responsible for front desk & medical billing duties at our Bexley location on Mon., Wed., Fri. and our Dublin location on Tue. and Thur.

## Responsibility:

- Greets patients as they arrive for their appointments. Checks patients in / out. Updates patient status in OPIE. Collects appropriate fees from patients
- Verifies patient demographic information and current insurances. Prepares applicable paperwork for upcoming patient appointments
- Answers phones, retrieves voice-mails and returns missed calls. Schedules, reschedules and cancels appointments for patients. Contacts next-days scheduled patients to confirm their appointment
- Scans, copies and uploads patient documentation, physician letter of medical necessity and x-rays into the OPIE system
- Provides patient education pamphlets to patients relating to their delivery / fit appointments
- Contacts ready to schedule patients from Fab tracking and schedules fit appointments
- Orthotic and Prosthetic coding
- Review patient's order in OPIE for presence of physician order; patient information documentation and necessary signatures, patient insurance information, prior authorization documentation, admin note documentation and practitioner note documentation
- Prepares, delivers and organizes prior authorizations, pre-determinations, pre-certifications and all necessary documentation for carriers in order for patient to be delivered medical device and facility to be paid for the service provided
- Generates billing tasks in order to follow-up as needed on progress of authorizations, etc.
- Makes necessary documentation in OPIE for billing department, practitioners and necessary staff to know the progress of authorizations, etc.
- Handles confidential information regarding patient records with knowledge of release of information policies
- Contacts referring physicians, insurance carriers, etc. to clarify documentation and conventions in order to provide detailed coding information
- Verifies orthotic and prosthetic benefits with patient's insurances of record. Thoroughly explains patient's verification of benefits and company's policy on collection of co-insurance, deductible, out-of-pocket, etc. to patient's guardian, parent or to patient if over 18. Verifies claim status on past-due insurance payments.
- Assist associates on coding practices and conventions in order to provide detailed coding information
- Participate in the development of coding policies and procedures as identified
- Maintain a cohesive working relationship with staff and management and working as a team to achieve optimal efficiency
- Communicate directly with billing staff and practitioners to ensure that clinical documentation is coded timely, accurately and in compliance with CMS guidelines and national coding initiatives
- Identify and clarify missing, conflicting, or nonspecific clinician documentation related to diagnosis and procedures
- Review coding denials from payers and recommend appropriate action to resolve the claim based on payer guidelines
- Maintains cleanliness of lobby, waiting room and patient rooms throughout the day
- Adheres to organizational policy with particular attention to standards of conduct and to confidentiality as it relates to HIPAA
- Performs other miscellaneous office duties as needed and other tasks as instructed by supervisor

## **Education Requirements:**

- A high school diploma or GED required
- Medical billing experience (2+ years) or certification required

## **Experience Requirements:**

- Knowledge of medical terminology. Orthotics, Prosthetics, DME experience preferred, but not required
- Must possess excellent computer skills and phone etiquette
- Basic understanding of insurance companies' policies, procedures
- Ability to multi-task and work well under pressure
- Good organizational skills and ability to organize multiple projects / assignments at once
- Willingness to learn and take constructive criticism
- Excellent skills in verbal / written communication and patient care
- Judgment, decision making and time management skills

## **Resume Submission:**

- Email: [231HALO@coopc.org](mailto:231HALO@coopc.org)
- Fax: (614) 231-0127 – Attention: Sherri
- PLEASE SEND SALARY REQUIREMENTS with your resume
- Benefits and salary will be discussed during interview

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