

billing. Assists in writing procedures to guide staff on medical billing, insurance procedures and data entry.

- Maintains accurate records and files. Submits properly formatted reports to appropriate departments and divisions, per defined deadlines.
- Utilizes multiple computer programs including Microsoft Office products and electronic medical records (EMR). Creates and maintains spreadsheets and other records or databases unique to the programs. Performs data entry and assures accurate entry for generation of reports.
- Assists with the implementation, enhancement and operation of automated billing system and EMR including changing fee structures on the system, creating and maintaining data tables, making changes to billing forms and related tasks.
- Maintains departmental filing systems by ensuring proper filing of documents and folders. Retrieves materials from system and conducts searches for necessary documentation.
- Answers questions regarding departmental procedures and requirements, program requirements, account balances, scheduling information, and other activities. Takes messages and schedules appointments for other staff. Assists clients in filling out forms and reviews documents for proper completion and verifies client eligibility.
- Participates in educational opportunities available.
- Provides manager with regular status reports regarding work progress and/or as requested by manager.
- May deliver mail to courthouse and may collect mail from other departments for same operation.
- May serve as back-up for other clerical functions.
- During a public health emergency, may be required to report for specialized assigned duties or perform emergency response roles, inside or outside Monroe County.

This list may not be inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted or modified at any time.

EMPLOYMENT QUALIFICATIONS: *[The qualifications listed below are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.]*

Education:

High school graduation or equivalent. College coursework of 2 years (Associates Degree) or more preferred with coursework in medical billing and coding.

Experience:

Two to three years experience related to accounting work and procedures and medical billing practices, preferably in an automated environment Knowledge of medical terminology is helpful.

Licenses and Certifications:

Must possess a valid Michigan driver's license.

Knowledge of:

- Principles and procedures of health information practices.
- Computer applications related to the work.
- Mathematic ability to make moderately complex mathematic calculations with accuracy.
- Department mission, vision, goals, and objectives to carry out assignments.

Skill in:

- Anticipating the needs of co-workers and being responsive to special requirements.
- Handling interruptions without losing on-the-job effectiveness.
- Being proactive with improvements and concerns related to job duties.
- Setting priorities, coordination multiple projects and meeting critical deadlines.
- Using technology appropriate to the position held.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Ability to:

- Recognize the needs and concerns of people and to maintain constructive relationships in dealing with them.
- Record information accurately.
- Communicate effectively both orally and in writing.
- Attend work regularly and work under stressful conditions.
- Accept responsibility for decisions.
- Gather, interpret, and record information accurately.
- Follow through until task is completely finished.
- Review priorities and adapt them to changing circumstances.
- Recognize issues that interfere with the ability to obtain accurate test results and address them.
- Understand how own duties relate to providing service to department clients.

Physical Requirements: *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements].*

- Ability to work in a normal office setting
- Ability to write legibly for client communication.
- Ability to access all areas of County offices.
- Vision to read printed materials and a computer screen.
- Hearing and speech sufficient to communicate in person or over the telephone.