

**WEST METRO FIRE PROTECTION DISTRICT
FINANCE DIVISION**

EMS BILLING SPECIALIST

NATURE OF WORK

This position is responsible for the entire EMS billing cycle for assigned accounts. This includes but is not limited to, initial review of charges, patient insurance and demographic input, A/R follow-up.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Reviews calls/charges that have been uploaded into the billing system for proper coding and patient demographic information daily
- Performs A/R follow-up procedures including but not limited to:
- Responds to inquiries and requests from insurance companies
- Responds to EOB and RA denials
- Obtains corrected billing information from patients
- Researches incorrect patient information
- Answers incoming patient and insurance calls
- Sends initial billings to insurance and patients
- Processes credit card payments via phone calls and mailed information
- Works credit balance reports
- Sends financial assistance paperwork to patients
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to operate a computer terminal, keyboard, and 10-key by touch
- Knowledge and application of basic insurance, bookkeeping, and office procedures and the ability to apply that knowledge to practical use
- Ability to understand and carry out complex oral and written instructions
- Ability to effectively communicate with paramedics, insurance companies, and patients
- Basic knowledge of medical terminology as it relates to billing

MATERIALS AND EQUIPMENT DIRECTLY USED

Must be able to operate a computer terminal, keyboard, printer, 10-key, telephone, and other standard office equipment.

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WORKING ENVIRONMENT/PHYSICAL ACTIVITIES

This is primarily sedentary office work. Must demonstrate the ability to meet the physical demands of the job including the ability to retrieve information from various locations in the office when needed. May be exposed to periods of high activity and high stress under demanding conditions. The position requires a great deal of communication with District members, the public, and outside agencies. While performing the duties of this job, the candidate is regularly required to sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms, stoop, kneel, crouch, and crawl.

EDUCATION, EXPERIENCE AND FORMAL TRAINING

KEY:	
Required =	R
Preferred =	P
Not Applicable	N

Education/Training	R	P	N	COMMENTS
Must be at least 18 years of age	X			
Must possess a valid Colorado Driver's License (or be eligible to obtain by time of and exhibit a safe driving record. employment)	X			
High School Diploma or GED Certification	X			
Associates Degree			X	
Bachelors Degree			X	In accounting from an accredited college/ university
Excellent communication skills				
Minimum of one year previous related experience in billing and A/R	X			
Must type a minimum of 45 wpm	X			
Ability to work under time constraints	X			
Competent intermediate or advanced spreadsheet (Excel) user	X			
Intermediate or advanced skills in Excel, Access, and Powerpoint.		X		
Must be proficient in Microsoft Word and Outlook	X			
Must be proficient in basic Math and English	X			
Working knowledge of medical terminology		X		
Good telephone skills and medical billing experience	X			
Familiarity with different insurance policies/laws regarding billing procedures	X			
Experience in High Plains, Fundware, and Telestaff		X		highly desirable
Governmental experience		X		
Strong Communication Skills	x			

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OTHER NECESSARY REQUIREMENTS

Must be at least 18 years of age. Must possess a valid Colorado Driver's License (or be eligible to obtain by time of employment) and exhibit a safe driving record. Must successfully pass a background investigation and polygraph examination.

PHYSICAL DEMAND CHARACTERISTICS OF JOB:

KEY:	
Never =	not required
Occasionally (OCC)=	1% to 32% of workday (1 min. to 2.5 hrs. of 8-hr. day)
Frequently (FREQ)=	33% to 66% of workday (2.6 to 5.25 hrs. of 8-hr. day)
Constantly (CONSTANT)=	67% to 100% of workday (5.3 to 8 hrs. out of 8-hr. day)
Essential =	E
Marginal =	M

FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
SITTING			X----	-----X	E	Sits for prolonged periods of time doing office work
STANDING			X		E	Depends on the amount of copier / filing work assigned
WALKING		X			E	To and from meetings, copy room
PUSHING		X			E	File Boxes, Delivery Packages, Cleaning supplies, Office supplies
PULLING		X			E	File Boxes, Delivery Packages, Cleaning supplies, Office supplies
CLIMBING LADDERS	X				N/A	Never
WORKING AT HEIGHTS	X				N/A	Never
TWISTING AT NECK			X		E	Filing, Computer work, Answering Telephone
TWISTING AT WAIST		X			E	Filing, Using Copier
BENDING AT WAIST		X			E	Reach low areas, Pick-up boxes, files
SQUATTING AT KNEES		X			E	File, reach low areas, mailroom, supply room
CRAWLING	X				N/A	Never
CLIMBING / WALKING STAIRS		X			E	To access Administration building when elevator is broken

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PHYSICAL DEMAND CHARACTERISTICS OF JOB CONTINUED:

FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
KNEELING		X			E	To perform office work, stocking at supply room, mailroom, filing
REACHING ABOVE SHOULDER HEIGHT		X			E	Stocking supply room, file, access high shelves
REACHING FORWARD AND AWAY FROM BODY			X		E	Filing, answering phones, driving, supply room, mailroom
REACHING BELOW WAIST		X			E	Supply room, office work, and to access low areas, mailroom
DRIVING		X			E	

STRENGTH DEMANDS

LIFTING, CARRYING, PUSHING, PULLING	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
UNDER 10 LBS.			X		E	Office supplies, File Boxes, mail bag, packages, books
10 TO 20 LBS.		X			E	Files boxes, Package Deliveries
21 TO 50 LBS.		X			E	File boxes up to 30LBS
51 TO 100 LBS.	X				N/A	
OVER 100 LBS.	X				NA	

HAND USAGE

FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
FINE FINGER MANIPULATION				X	E	Typing, manipulate small objects and tools, leaf through paperwork and plans, stapling
GRASPING			X		E	Handling of all types of office supplies, equipment, tools, appliances, and equipment
KEYBOARDING			X-----	-----X	E	Data entry, reports, forms, policy, procedures

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FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
WRITING		X----	----X		E	Forms, messages, plan reviews, checklists, notes, Updates
REPETITIVE MOTION OF MORE THAN 1X EVERY 30 SECONDS				X	E	Operating keypads, Typing
REPETITIVE MOTION OF LESS THAN 1X EVERY 30 SECONDS		X			E	Filing, Stacking Boxes, Stacking supplies

ENVIRONMENTAL CHARACTERISTICS

CHARACTERISTIC	YES	NO	E/M	COMMENTS
EXTREME COLD		X	N/A	
EXTREME HEAT		X	N/A	
EXTREME MOISTURE		X	N/A	
HAZARDS	X		E	Supply room objects, electrical, trip/fall, slant/slope, ice on parking lot, low headroom, uneven ground
EXTREME NOISE	X		E	Alarms, fire equipment, special events
VIBRATIONS		X	NA	
FUMES	X		M	Exhaust from parking lot