

WEST METRO FIRE PROTECTION DISTRICT
LIFE SAFETY DIVISION
EMS BILLING SUPERVISOR

NATURE OF WORK

The EMS Billing Supervisor responsibilities include supervising the Billing/Collections of the District's emergency medical response as well as daily accounting duties.

ESSENTIAL DUTIES

- Supervises daily work assignments and members of the District's Billing/Collections. Ensures that work assigned to all members is completed accurately and timely to meet organizational goals.
- Performs monthly balancing of the aged trial balances and month-end reports. Provides monthly journal entries to the Finance department and appropriate analysis prior to the Finance Department's monthly closing schedule.
- Manages the aging of the EMS billing. Ensures uncollectible accounts are sent to the collection agency in a timely manner.
- Ensures that the District maintains an appropriate net collections rate.
- Reports to the Finance Manager and communicates on all relevant patient accounts. Performs annual reviews of EMS billing staff with the assistance of the Finance Manager.
- Performs related duties as required including back-up of all positions in EMS Billing to include data entry, insurance verifications and posting of collections.
- Maintains all EMS billing service policies and procedures. With the Finance Manager, reviews systems, processing, and controls for improved performance.
- Regular and predictable attendance is required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- The EMS Billing Supervisor will be required to have prior supervisor experience in the EMS or medical billing industry. Knowledge of medical terminology, billing codes, and insurance filing practices.
- Knowledge of collection laws and practices and familiarity with Medicare/Medicaid laws.
- Knowledge of electronic billing methods, electronic remittance of collections, month end closing of patient receivable accounts, and the application of basic bookkeeping and office procedures on a daily basis.
- Ability to make complex and varied arithmetic computations and tabulations rapidly and accurately
- Ability to operate a computer terminal, keyboard and 10-key by touch
- Ability to understand and carry out complex oral and written instructions
- Ability to effectively communicate with Medicare/Medicaid officials, paramedics, and patients

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REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES CONTINUED:

- Ability to organize and track large amounts of data in order to produce a high rate of collection for ambulance billings
- Ability to deal with people in adverse situations

MATERIALS AND EQUIPMENT DIRECTLY USED

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

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			
Education supplemented by courses in bookkeeping and medical coding				
Knowledge of Medicare and Medicaid law as it relates to ambulance billing, Certified Ambulance Coder or similar certification		X		

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EDUCATION, EXPERIENCE AND FORMAL TRAINING CONTINUED:

KEY:	
Required =	R
Preferred =	P
Not Applicable	N

Education/Training	R	P	N	COMMENTS
Associates Degree		X		In accounting from an accredited college/ university
Bachelors Degree			X	
Prior medical billing supervision	X			
Must type a minimum of 55 wpm		X		
Experience with High Plains and Ortivus software		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			
Experience in High Plains, Fundware, and Telestaff		X		highly desirable
Governmental experience		X		
Strong Communication Skills	X			

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. Failure to maintain a valid Driver's License and safe driving record is subject to Administrative Procedure #4104 Operation and Use of District Vehicles. Must successfully pass a background investigation and polygraph examination.

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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
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

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FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
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
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

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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