

## Job Description

<b>Job Title</b>	<b>Billing Officer</b>
<b>Department</b>	<b>Patient Business Services</b>
<b>Reports to</b>	<b>Patient Business Services Manager</b>
<b>Date</b>	<b>March 2013</b>

### Overall Purpose of Job

To ensure patient accounts are billed within UPMC Beacon Hospital defined protocols in an environment where quality, respect, caring and compassion are central to all our patient dealings and to our business processes.

### Key Responsibilities and Deliverables

- Be knowledgeable of full remit of Business Office processes and their effect hospital-wide.
- Have specific operational knowledge of assigned insurance billing contract, agreements and responsibilities.
- Be cognisant of responsibility of billing role in affecting hospital cash-flow.
- Follow key processes and procedures in completing billing tasks to quality standards.
- Be competent in the use of the IT structure and processes that support billing.
- Collaborate with team members to facilitate the delivery of efficient and effective billing services to all customers.
- Resolve incoming queries on billing from patients, insurance companies, consultants or colleagues in a professional and efficient manner.
- Have sufficient knowledge or access to knowledge to provide correct information with regard to fees, excesses or co-payments on individual policies or individual procedures.
- Be aware of all payment methods available to UPMC Beacon Hospital and be knowledgeable in payment collection processes.
- Develop good relationships with Consultants and their external billing agencies.
- Promote and maintain strong relationships with the health insurance companies and communicate any issues that may arise.
- Participate in regular checking, review and reconciliation of billing to ensure validity of management reporting of Key Performance Indicators.
- Participate in follow up of aged debt with assigned insurance as relevant.
- Participate in all audits, service evaluations and process reviews to enhance the delivery of billing service to customers/stakeholders.
- Participate in meetings as requested, and contribute to the on-going development of the department and hospital.
- Create an environment that encourages teamwork, positive attitudes and high morale.
- Participate in other duties that may be assigned due to developing departmental requirements.
- Participate in roster to provide the required cover in Business Office.

## **UPMC Beacon Hospital**

### **Information Technology**

- Be proficient in Meditech's B/AR module and other software, such as PROPAY or VHI's WebPES, to ensure the most effective and efficient use of the hospital's IT infrastructure in the functioning of the department.
- Participate in training for IT updates to enhance and maintain proficiency.
- Be aware of 'IT Downtime Policy' and be able to put into effect if required.

### **Service quality/Accreditation**

- Understand the importance of quality in relation to every day work and participate in quality system measures to ensure that services are rendered at an agreed quality standard.
- Understand the importance of providing an excellent Customer Care Service to all patients, consultants and colleagues to uphold the mission, vision and values of the hospital.
- Participate in performance productivity measures.

### **Confidentiality**

- The dignity of all patients will be respected together with their absolute right to confidentiality.
- Workings of the hospital or its patients will not be discussed with people outside the hospital, save as appropriate in the course of work.
- Documents or property of the hospital will not be removed from the hospital without prior authorisation.
- Upon cessation of employment in the hospital all property of the hospital held by the employee will be surrendered to the Human Resource Department.

## Person Specification

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Leaving Certificate.</li> <li>ECDL or equivalent, with proficiency in MS Excel &amp; Word and other related packages.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>At least 5 years previous work experience in a billings or related area.</li> <li>Previous Hospital experience an advantage.</li> </ul>
<b>Job Specific Competencies and Knowledge</b>	<ul style="list-style-type: none"> <li>Must possess good decision-making ability, and a capacity for problem-solving.</li> <li>Demonstrate an affinity for dealing with figures and accounts.</li> <li>A high level of patient relation skills.</li> <li>Capable of working to financial targets within timeframes.</li> <li>Demonstrate an aptitude to learn Meditech and supporting IT Systems.</li> <li>Capable of communicating effectively and courteously with a wide variety of departments and individuals, including insurance companies, hospital consultants, billing agencies, clinical staff and hospital management.</li> <li>Strong awareness of the need for confidentiality, discretion, precision, and a methodical approach in all matters.</li> <li>Maintain motivation to get things done with attention to detail, within the constraints of a busy department.</li> <li>Knowledge of general office business procedures essential.</li> </ul>
<b>Personal Competencies</b>	<ul style="list-style-type: none"> <li>All posts in UPMC Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager or hospital management.</li> <li>Demonstrate an ability to prioritise work and handle large volumes of activity.</li> <li>Excellent organisational skills.</li> <li>A good level of English is required.</li> </ul>

This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.

Job Description received by employee: \_\_\_\_\_

Signature

Date