

<b>Position Code: 8020</b>	<b>FLSA Status: Non-exempt</b>
<b>Pay Code: 3</b>	<b>EEO Category: 6</b>

**GENERAL DESCRIPTION OF CLASS**

The purpose of the class is to monitor, and supervise the reimbursement activities for the processing of insurance claims and billing. The class is responsible for guiding to staff, providing information and assignments for staff, supervising reimbursement activities, processing credential applications. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings.

**TYPICAL TASKS**

<ul style="list-style-type: none"> <li>• Prepares and verifies client information in order to set up accounts and records for insurance processing.</li> <li>• Processes insurance claims and billing by applying client information to the system electronically and manually.</li> <li>• Posts and edits related insurance information such as charges for clinical services and payments.</li> <li>• Updates and maintains client records including making adjustments and preparing associated correspondence.</li> <li>• Assists clients with various insurance and billing inquiries and information including fee arrangements.</li> <li>• Investigates available resources in order to provide supporting documentation and to determine accounts resolutions such as delinquencies and refunds.</li> <li>• Attends or conducts staff meetings to exchange information; attends in-service training and classes, seminars, or conferences to improve skills.</li> <li>• Performs related tasks as necessary such as assisting with various research and preparing reports.</li> <li>• Performs other related duties as assigned.</li> </ul>
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**GENERAL STANDARDS**

<b>Data Involvement</b>	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
<b>Interpersonal/People Involvement</b>	Gives information, guidance, or assistance to people to directly facilitate task accomplishment; may give instructions or assignments to helpers or assistants.
<b>Reasoning Requirements</b>	Operates complex machinery or equipment that require extended training and experience such as computers and software programs such as word processing, spreadsheets, databases, and custom applications, and the Internet.
<b>Mathematical Requirements</b>	Performs coordinating work involving guidelines and rules but solves problems constantly.
<b>Language Requirements</b>	Reads technical instructions, procedures manuals, and charts to solve practical problems; composes routine and specialized reports, forms, and business letters; speaks compound sentences using normal grammar and word form.
<b>Mental Requirements</b>	Performs specialized technical or entry level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices or uses a wide range of administrative methods in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.
<b>Decisions/Supervisory Control</b>	Guides others, making frequent decisions, affecting the individual, coworkers, and others who depend on the service or product.

**EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS**

<b>Vocational/Educational Requirement</b>	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education in medical billing or a closely related field.
<b>Experience</b>	In addition to satisfying the vocational/education standards, this class requires a minimum of one year of full-time equivalent experience.
<b>Special Certifications and Licenses</b>	None required.

**AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS**

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

*This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.*