



Retina Northwest, P.C.

Retina and Vitreous Diseases

JOB TITLE: **Lead Business Services Support Specialist**
DEPARTMENT: Patient Services
REPORTS TO: Patient and Business Services Manager
SUPERVISES: Business Services
FLSA STATUS: Non-Exempt
WORK STATUS: Full-Time (80% Business Services Float/20% Lead Business Services Support, may be variable),
Monday thru Friday 9AM-5:30PM

JOB OVERVIEW: Under the direction of the Patient and Business Services Manager, the Lead Business Services Support Specialist is working A/R and research billing while also providing mentoring and training of the Business Services staff at Retina Northwest.

Exhibits the core values of:
Accountability Integrity
Customer focus Quality
Compassion Teamwork
Continuous Improvement

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

Under minimal supervision:

1. Working patient and insurance accounts receivable.
2. Research billing
3. Helps to initiate coordination with the Patient and Business Services Manager, all initial and ongoing training for Business Services.
4. Participates in all ongoing quality assurance audits for Business Services staff at least quarterly.
5. Assist the Patient and Business Services Manager in reviewing and updating policies and procedures. Collaborates with the Patient and Business Services Manager in the development of current and future policies from staff perspective.
6. Cross-trains on all positions within Business Services.

ADDITIONAL RESPONSIBILITIES/DUTIES:

1. Provide coverage for all functions within the Business Services department, as scheduled and/or on short notice.
2. Fosters adherence to all RNW policies and procedures.
3. Ability to maintain strictest confidentiality both of patient information and of

- RNW personnel, business, and financial information.
4. Be proficient in performing all duties related to: Patient / Insurance Accounts Receivable, patient collections, charge reviews, charge processing, refunds, payment posting, funding programs and providing customer service over the phone
 5. Other duties as assigned/indicated.

MINIMUM JOB REQUIREMENTS:

Education: High school diploma or equivalent required.

Experience: Minimum of two years medical billing experience preferred. Keyboarding ability of 11,250 ksp and computer experience required.

KNOWLEDGE, SKILLS, & ABILITIES:

1. Knowledge of ophthalmic medical office procedures.
2. High working knowledge and understanding of EHR.
3. Knowledge of medical record requirements (HIPAA).
4. Ability to maintain courteous and professional working relationship with physicians, staff, and patients.
5. Ability to react calmly and effectively in emergency situations.
6. Knowledge of customer service concepts.
7. Skill in training by instruction and by role modeling.
8. Ability to manage multiple projects.

OTHER:

1. Maintain reliable personal transportation.
2. Ability to follow oral and written instructions.
3. Ability to work as a team member.
4. Ability to work on several projects simultaneously.
5. Skill in effective management and customer service.

PHYSICAL/MENTAL DEMANDS:

Prolonged standing and sitting; infrequent bending, twisting, and stooping. Occasional stress from workload, and/or from dealing with upset patients and/or emergency situations that may arise. Manual dexterity required for telephone, office machines and computer keyboarding. Normal vision and hearing. May lift 10-25 pounds.

This description is intended to provide only the basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, ability and working conditions including physical requirements may change as needs evolve.

Retina Northwest, PC is an Equal Opportunity employer

Last Update: 05/31/2017