



# Klamath County Fire District No. 1

## Job Description

### LEAD EMS BILLING SPECIALIST DISTRICT SUPPORT STAFF II

**SALARY:** [REDACTED]

**REPORTS TO:** District Chief Officer-EMS

**FLSA STATUS:** Non-Exempt

**GROUP:** Non-Represented

**CLASSIFICATION:** Non-Management

**DIVISION:** EMS/District Support Staff II

**STATUS:** Full-Time

**LOCATION:** Central Fire Station

#### POSITION OVERVIEW

The Lead EMS Billing Specialist performs a variety of time sensitive paraprofessional and technical accounting duties involved in preparing and submitting medical billings, maintaining revenue and program records, and contacting patients, insurance companies, and others to collect payments for services provided. This person is a confidential employee and as such understands the highly sensitive information they come in contact with on a daily basis.

#### RESPONSIBILITIES AND ESSENTIAL FUNCTIONS

*Responsibilities and duties may vary but the essential job duties will include the following:*

1. Maintains a high level of confidentiality/privacy regarding all protected healthcare information.
2. Reviews information on PCRs to ensure billing compliance. Works within the established chain-of-command to correct any deficiencies.
3. Investigates and gathers information on accounts using a wide variety of resources; researches insurance and other sources of third party payment to determine primary payment responsibility.
4. Prepares bills for all ambulance patient transports by entering information in the computer. Prints patient bills and processes them for mailing.
5. Reviews, posts, balances, and receives all Klamath County Fire District No. 1 revenues for emergency medical services.
6. Maintains all EMS billing hardcopy files and documents. Keeps an up-to-date organized system of filing records.

7. Uses collection methods to settle accounts by phoning or corresponding with patients, friends and relatives; local, national, and international insurance companies; doctors, hospitals, and nursing homes; government agencies and attorneys; and any other source available to effect maximum collection of past due accounts.
8. Serves as the primary public contact for Ambulance Billing. Provides information and assistance to patients on all aspects of ambulance and EMS billing, services, and procedures; meets with visitors to the office and answers incoming telephone calls.
9. Compiles statistical reports, maintains accurate records of statistical or financial transactions, makes arithmetic calculations, and verifies totals and extensions; participates in a variety of special projects and analyses.
10. Audits transactions and records for accuracy and adherence to established guidelines; analyzes and researches financial record systems to resolve routine accounting errors and problems.
11. Prepares reports, forms, statements, and other statistical and numerical information.
12. Posts and balances financial transactions, to include annual EMS revenues of several million dollars.
13. Functions as a team member, and by way of cross training serves as a back up to designated positions.
14. Stays abreast of changes to regulations and industry best practices regarding EMS billing.
15. Communicates and educates field personnel to ensure all regulations are being met.
16. Maintains up-to-date knowledge of the FireMed membership program and is able to assist the public with questions regarding this program.
17. Attends internal and external meetings and/or trainings as required.
18. Is available on an as-needed basis for backup to the general reception office.
19. Participates as available in other Fire District No. 1 activities.
20. Maintains harmonious work environment with coworkers through strong interpersonal skills; shows commitment to policies, goals and objectives of the District.
21. Coordinates and cooperates with part time, or interns working within the EMS Billing Office.

## **SUPERVISORY CONTROLS**

The supervisor outlines the overall objectives and priorities, timelines, and the financial and personnel resources available. The employee plans and schedules recurring work, handles problems and completes work using own initiative, exercising judgement according to previous training, experience, and instructions. Work is reviewed from an overall standpoint in terms of meeting objectives, effectiveness, accuracy, and compliance with applicable laws, regulations, policies, and procedures.

## **PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, or crouch. The employee must regularly lift and/or move up to 10 pounds and occasionally up to 30 pounds. Specific vision abilities required by this job include close vision distance vision, color vision, peripheral vision, and the ability to adjust focus.

## **JOB CONDITIONS**

The work schedule is eight (8) hours per day, five (5) days per week for a total of 40 hours. The supervisor assigns the exact schedule. The supervisor can authorize variations of the scheduled 40-hour work week.

Klamath County Fire District No. 1 supports the use of various work scheduling arrangements that are designed to meet the operating and customer service needs of the organization, as per the Flexible Scheduling Policy in the KCFD1 Personnel Policy Handbook. All flexible work scheduling arrangements must contribute to productivity and employee morale. Flexible schedules may include variations in daily beginning and ending work time periods, or a compressed workweek providing those schedules comply with state and federal wage and hour laws. In addition, consideration may be given to modified versions of job sharing, telecommuting and work from home. Occasional evening and weekend work is required for meetings or special projects. Overtime pay or compensatory leave is provided for all hours worked outside the normal 40-hour work week.

It is the attendance standards of the employer that all employees are present and on time each shift they are scheduled to work. Unauthorized full or partial absence during any scheduled shift, arriving late, or leaving early, for whatever reason, may result in disciplinary action up to and including termination of employment. Time off may be approved if allowed by applicable policies covering illness, injury, or other personal emergency.

Job requires the use of office equipment including, but not limited to, computers with Microsoft Office, fire and EMS based reporting and staffing programs, and internet; tablets, telephones, cell phones, two-way radios, pagers, copy machines, and fax machines.

This position occasionally requires driving and the use of KCFD1 vehicles.

The work is performed in a temperature-controlled, well-lit office.

The noise level for this position is usually quiet.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of general office practices and procedures and considerable knowledge of office recordkeeping, preferably with a Special District, emergency service, other governmental or non-profit organization.

Ability to maintain confidentiality and professionalism while performing the daily job functions.

Ability to understand work flow process while providing administrative support.

Ability to communicate in a courteous personable manner, and maintain harmonious working relationships.

Ability to effectively utilize District software programs with a

Ability to understand and interpret laws, rules, regulations, policies, and procedures.

Ability to organize, prioritize multiple projects.

Excellent keyboarding, vocabulary, spelling, punctuation, and grammar skills.

Ability to learn and remain proficient in proprietary computer programs and shared database systems used by KCFD1.

### **TRAINING PERIOD**

Training and new employee orientation is expected to take approximately 6-9 months for a fully qualified employee to become accustomed to the specialized fire service terminology, processes, and statistical data reporting systems unique to emergency services. The required probationary period for a new employee is twelve months. Upon successful completion of the probationary period of employment, the employee will achieve “regular” employee status.

### **QUALIFICATION REQUIREMENTS**

*Consideration will be given to any combination of education and experience that would reflect meeting the qualifications and provide the ability to successfully perform the duties of the position. Equivalent or additional education, experience, and certifications from other states or agencies may be considered. Certifications and licenses must be maintained for the duration of employment.*

**Education**

High School Diploma or equivalent

**Certifications/licenses**

Possession of a driver's license valid in Oregon and maintain a safe driving record throughout the duration of employment.

National Academy of Ambulance Compliance (NAAC), Certified Ambulance Code (CAC) within one (1) year of hire.

**Experience**

Five (5) years' experience in the medical billing field.

**Other**

Computer experience with an emphasis in the use of Microsoft Word, Excel, Outlook, PowerPoint; databases; and work in a networked environment.

Ability to type accurately at a minimum of 50 WPM.

Proficient at 10-key.

Must be a resident of the Fire District within six months of hire.

**PREFERRED QUALIFICATIONS**

**Education and Experience**

Associates Degree in Office Systems, or closely related field plus 5 years' experience in the combination of clerical and medical billing, of which at least 3 years must be medical billing.

**Certifications/licenses**

National Academy of Ambulance Compliance (NAAC), Certified Ambulance Coder (CAC).



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### PRE-EMPLOYMENT REQUIREMENTS

Employment for this position is contingent on clearance of the following:

- X Pre-Employment Drug Screen
- X Background Investigation
- \_\_\_\_\_ Physical Examination
- \_\_\_\_\_ Psychological Evaluation

### ADA/EEO STATEMENT

In accordance with federal and state laws, Klamath County Fire District No. 1 is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, KCDF1 will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

### JOB DESCRIPTION APPROVAL

I concur with the job duties and listed elements as defined in this job description.

\_\_\_\_\_  
Fire Chief Signature

\_\_\_\_\_  
Date

### ACKNOWLEDGMENT

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

My signature below confirms I have received and understand this job description and acknowledgement.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date