



Klamath County Fire District No. 1

Job Description

EMS BILLING SPECIALIST DISTRICT SUPPORT STAFF I

SALARY: [REDACTED]
[REDACTED]

FLSA STATUS: Non-Exempt

CLASSIFICATION: Non-Management

GROUP: Non-Represented

STATUS: Full-Time

DIVISION: EMS/District Support I

REPORTS TO: DC-EMS

LOCATION: Central Fire Station

POSITION OVERVIEW

Under the direction of the Division Chief – EMS, this position performs a variety of para-professional and technical accounting duties involved in preparing and submitting billings, maintaining revenue and program records, and contacting patients, insurance companies and others to collect payments for services provided. The concentration for this position is to monitor collection and aging accounts. In addition, this position provides back-up customer service to visitors and performs other duties of a similar nature or level. The nature of the position is extremely confidential and requires an employee that understands necessity to protect highly sensitive information that is handled on a daily basis. This position requires a supportive individual with a positive attitude that embraces teamwork. The position requires flexibility in completing work assignments, the ability to prioritize tasks and the ability to work in a fast-paced office environment

RESPONSIBILITIES AND ESSENTIAL FUNCTIONS

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

1. Reviews information on PCRs to ensure billing compliance. Works within the established chain-of-command to correct any deficiencies.
2. Prepares bills for all ambulance patient transports by entering information in the computer.
3. Serves as a 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.
4. Closely monitors aging accounts and attempts to obtain payment.

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5. Uses collection methods to settle accounts to maximize collection of past due accounts.
6. Works with the collection agency to monitor collection accounts.
7. Prepares reports, forms, statements and other statistical and numerical information.
8. Cooperates with other agencies in regards to EMS billing.
9. Stays aware of changes to regulations and industry best practices regarding EMS billing.
10. Maintains harmonious work environment with coworkers through strong interpersonal skills; shows commitment to policies, goals and objectives of the District.
11. Attends internal and external meetings and/or trainings, as required.
12. Provides customer service to visitors.

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 or 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, crouch, or crawl. The employee must regularly lift and/or move up to 10 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 tables, 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 within an emergency service, other governmental or non-profit organization.

Knowledge of medical, insurance and healthcare terminology.

Ability to maintain confidentiality and professionalism while performing the daily job functions, including maintaining HIPAA and protecting the privacy of protected healthcare information.

Ability to master a friendly, positive attitude during interactions with other employees and members of the public and contributes to teamwork and a harmonious work environment.

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

Excellent 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 3 – 6 months for a fully qualified employee to become accustomed to the specialized fire service and EMS terminology, processes, and statistical data reporting systems unique to KCFD1. The required probationary period for 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.

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.

Experience

Two (2) years’ experience in medical billing or closely related field.

Other

Computer experience with an emphasis in the use of Microsoft Word, Excel, Outlook, PowerPoint; databases; Respond Billing software or similar medical billing software; and working in a networked environment. Proven success in an office environment with strong customer service skills.

Ability to type accurately at a minimum of 35 WPM.

Proficient at 10-key.

PREFERRED QUALIFICATIONS

Education

Associates Degree in Office Systems, or closely related field.

Certifications/licenses

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

