



JOB DESCRIPTION

JOB TITLE: Revenue Cycle Specialist
EXEMPTION STATUS: Exempt Non-Exempt
REVISED DATE: October 2023

SUMMARY: Under general supervision, the Revenue Cycle Specialist is responsible for ensuring the financial success of each provider and supporting team members. The Revenue Cycle Specialist will analyze various data to work closely with AR manager resolving billing issues while providing cost effective solutions to back-end office procedures that are found to be revenue impairing.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

- Work closely with AR Manager and Clinic Administrators / billing team at each location to ensure charges are keyed timely and denials are kept to a minimum.
- Review Explanation of Benefits (EOBs) to ensure appropriate reimbursement.
- Responsible for keeping up to date on changes within the payer category assigned. This can be accomplished by attending meetings or workshops and by reading appropriate literature/newsletters.
- Work reports that pertain to patient accounts.
- Maintains files containing insurance or other information on patient accounts.
- Review ICD-10 coding to determine medical necessity.
- Review procedures to determine if bundling/unbundling issues are appropriate.
- Determine when to add modifiers and what modifiers to use when appropriate on procedure codes.
- Review procedure/operative notes to determine if coding is appropriate.
- Review office documentation to determine appropriate level of service and type of service (i.e. new patient, established patient, consult, etc.)
- Gives advice on the proper methods of coding and billing charges.
- Communicates with patients, staff, physicians, and third-party carriers to explain charges, answer questions, and resolve any problems.
- Assembles information and prepares reports regarding billing as requested.
- Perform other related duties as assigned.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

EDUCATION AND/OR EXPERIENCE: High school diploma or general education degree (GED) required. Previous experience in practice management software/revenue cycle functions pertaining to back-office software and procedures.

LANGUAGE SKILLS: Ability to read, analyze, interpret, and comprehend instructions, (whether written or verbal), correspondence, documentation, professional journals, technical procedures, and government regulations. Ability to compose correspondence, documentation, reports and procedures. Ability to effectively present information and respond to questions in one-on-one and small group situations to patients, third parties, physicians, and other employees of the organization; whether in person or on the telephone. Ability to respond effectively to inquiries, complaints, and situations. Ability to appeal insurance denials by reviewing documentation and composing letters to justify billing.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY: Ability to understand and carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to apply common sense, good judgment, and problem-solving skills in difficult situations.

OTHER SKILLS AND ABILITIES: Knowledge of ICD-10 and CPT coding. Ability to establish and maintain an effective working relationship with staff, patients, and other third parties. Ability to operate computers, keyboards, and printers. Ability to concentrate on the situation at hand and listen effectively. Ability to organize tasks; work as a team member and/or independently. Convey a professional and positive image and attitude.

WORK ENVIRONMENT: The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within a medical office setting. The noise level in the work environment is usually mild.

PHYSICAL DEMANDS: 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 individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit; use hands and fingers to handle or feel objects; reach with hands and arms; and talk or hear at normal ranges within the setting. The employee occasionally is required to bend, stoop, kneel, crouch and/or crawl. The employee is occasionally required to climb or balance. The employee must occasionally lift, carry, and/or move more than 25 pounds. Rapid mobility may also be required on occasions.

Stress levels may be high due to frequently dealing with numerous patients, physicians, family members, and other healthcare providers. Demands concentration to work out details relating to credits and/or debits of patient's accounts.

DISCLAIMER: The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Physicians & Associates Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Physicians & Associates, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Physicians & Associates may terminate employment at any time, for any reason.

By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Director

Date