



## **Title:** Medical Billing Supervisor

**FLSA STATUS:** Exempt from overtime under FLSA

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from the Deputy Fire Chief-Medical Services  
Exercises direct supervision over para-professional staff.

### **MINIMUM QUALIFICATIONS**

- **Education:** Bachelor's degree or equivalent education/experience.
- **Experience:** Minimum of three years experience in medical billing. Requires broad knowledge of complex systems and procedures.
- **Licenses/Certifications/Special Requirements:**
  - Possess or obtain the Certified Ambulance Compliance Officer certification within one year from the date of hire
  - Possess or obtain the Certified Ambulance Coder (NAAC or equivalent) certification within one year from the date of hire
  - Valid AZ Drivers License upon hire

### **PREFERRED/DESIRABLE QUALIFICATION(s):**

- Experience in a municipal or government setting.
- Previous supervisory experience is preferred

### **JOB SUMMARY**

The purpose of this position is to supervise all functions and processes related to ambulance billing. Oversees ambulance billing processes to include; quality assurance review of documentation, proper coding, management of accounts receivable, hardship review and collections. Responsible for compliance with all applicable state and federal regulations related to medical and ambulance billing including Medicare, Arizona Health Care Cost Containment System (AHCCCS), Arizona Certificate of Necessity. Oversees HIPAA Compliance and serves as the Ambulance Billing Compliance Officer. Ensures timely filing, provides analytical data and designs reports. Handles billing software functions and integration of billing software with ePCR and finance software. Serves as the primary liaison to and receives input from the Finance Department. Conducts internal audits and compiles data for external audits. Provides and develops training for EMT's and Paramedics regarding appropriate documentation for ambulance billing.



# City of Peoria

## HUMAN RESOURCES

### ESSENTIAL FUNCTIONS

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Essential Functions
1	Manages staff by providing oversight for customer relations related to ambulance billing. Provides direction to staff and may respond to and resolve customer concerns/complaints. May resolve complex issues under the direction of the Deputy Chief of Medical Services.
2	Interprets, applies, explains and enforces applicable City laws, codes, regulations, policies and procedures. Researches and is responsible for staying compliant with Medicare law to protect the city from fines, penalties, and return of revenue received. Maintains HIPAA confidentiality. Maintains and updates the Ambulance Billing Compliance Manual.
3	Tracks millions of dollars in ambulance billing and revenues. Researches discrepancies. Serves as liaison between the Peoria Fire-Medical Department, Finance Department, City Attorney's Office, Collections Agency, and/or 3 <sup>rd</sup> party billing company regarding ambulance billing, accounts receivable, and collections. Reviews and audits payment status routinely. Monitors the accuracy of payments received by the finance department.
4	Prepares program budget and advises and assists with division budgets. Prepares and provides analysis. Makes projections and assists with support for the coordination of the budget. Makes determinations on charity write-offs, low balance write offs, bad debt and collections and works with the Finance department to handle these.
5	Oversees completion and accuracy of billing information received from field personnel. Assures billing information is accurate and submits billing in a timely manner. Responsible for accurate and timely preparation of ambulance billing invoices.
6	Produces reports, letters, and other correspondence, as requested. Creates complex spreadsheets, queries, and databases to help with research, reporting and analysis. Assists with conducting research studies, performing comprehensive analysis and making recommendations on the program and policy issues.
7	Maintains appropriate files, documents, reports, and confidentiality of information as assigned.



**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

<b>Physical strength for this position is indicated below with “X”</b> 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.					
Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

<b>Work Environment for this position is indicated below with “X”</b> The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.				
Office	X	Outdoors	Vehicle	Office and Field/ Plant/ Warehouse
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.		Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards and noise and vibration.	Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.	The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Computers, printers, scanner, copy / fax machine, and related software, telephone, etc.

**PROTECTIVE EQUIPMENT REQUIRED:**

None required.