



JOB DESCRIPTION

BILLING COORDINATOR

Staff Name:	
Job Title:	BILLING COORDINATOR
Reports To:	Operations Director / Office Coordinator
Employment Status:	Full-Time
Job Location:	ChildSafe Fort Collins Office
Work Schedule:	TBD, 32-40 hours, varied hours TBD
Salary Range	\$18-\$21/hr DOE
Exemption Status:	Non-Exempt

Position Summary:

The position is crucial because it is the primary client contact regarding financial status and billing within the ChildSafe office. Responsible for processing client funding sources, collecting payments from client insurance, co-pays, and victim compensation funds. This role is vital as it enables ChildSafe to carry out its mission: to break the cycle and heal the trauma resulting from childhood abuse and neglect with specialized treatment, education, and community outreach.

Essential Job Functions:

Billing:

- Process clients' accounts receivable including medical insurance billing, various governmental entities, as well as patient self-pay and sliding scale fees.
- Coordinate and communicate complicated pay sources to clients/parents during intake process and throughout treatment as needed.
- Insurance benefit verification.
- Work closely with the Clinical Director, Operations Director and clinical staff to determine pay sources and billing processes for the clients/families.
- Continued client/staff communication during treatment, including fielding billing and payment questions, changes in coverage, sending regular monthly statements, etc.
- Coordinate Victim's Compensation applications, documentation, tracking and billing.
- Send monthly statements to clients as needed.
- Coordinate staff billing needs, including credentialing, insurance qualifying including Medicaid, contracting and negotiating rates, etc.
- Create new patient billing files.
- Process incoming payments / deposits and post client charges and payments to their accounts.
- Process Collectibles on client accounts, insurance EOBs and other pay sources for collections, including correcting claims, staff and client reminders, etc. Set up payment plans with clients as needed.

- Assist with onboarding of staff, including training Therapists and Admin in the scheduling/billing system, billing codes, and front desk duties as needed.
- Produce billing / funding reports as needed, including monthly Accounts Receivable, income sources, billing balances, etc.
- Coordinate Agency networking and contracting processes.

Administrative:

- Open or Close the office on assigned days.
- Act as first client contact during front-desk shifts. Act as primary client contact for all billing related information and questions. Greet all clients in a courteous manner.
- Answer and triage of phones.
- Collection and application of patients' co-payments.
- Able to take information over the phone and enter the data into the computer simultaneously.
- Assist with maintaining the client database, enter/edit client information, and run data / funding / demographic reports as required.
- Assist with processing clinical intake paperwork and update the clinical and billing systems. Focus on client billing and financial status at intake and exit processing.
- Assist with onboarding of staff, including training in the scheduling/billing system and front desk duties.
- Participate in weekly Billing / Admin team meetings
- Assist with admin/clinical volunteer interns as needed.
- Assist with childcare as needed.
- Assist with agency tours as needed.
- Assist with general Office duties, including inventory, equipment upkeep, filing.
- Monitor HIPAA confidentiality concerns and compliance.
- Assist with client communication, including occasional surveys and DocuSign processes.
- Assist with facility vendors as needed.
- Assist with internal events as needed, including staff lunches, sign-ups, etc.

Other Related Duties:

- Assist with agency fundraising events as needed/available.
- Work independently.
- Communicate verbally and in writing in a precise and clear manner.
- Display a high level of patience.
- Able to empathize with children and families who have been victimized.
- Effectively multi-task in a fast-paced environment.
- Be a team player.
- Follow all established policies and procedures.
- Perform other duties as assigned.

Minimum Qualifications:

1. Minimum of high school diploma.
2. Medical billing and coding knowledge necessary.
3. Proficiency in the use of computers for: billing processing, word processing, data tracking and databases, spreadsheets, e-mail, internet.

Competencies:

1. Demonstrated experience in medical billing / coding processes and software.
2. Ability to keep the confidentiality of the clients and internal operations of the agency.
3. Strong communication and interpersonal skills and ability to interact with a diverse group of people. Ability to communicate and collaborate with other professionals who are involved in our cases.
4. Proficient in Microsoft Office.
5. Strong written and verbal communication skills.
6. Organizational skills, time management, and ability to multi-task.
7. Records maintenance skills.
8. Ability to assess operational requirements and to plan and organize work flow patterns and schedules.
9. Diversity - understanding of cultural competence and ability to work with diverse populations.
10. Self-motivated team player with the ability to meet deadlines, remain flexible and adjust to changing priorities.
11. Ability to work flexible hours, including evenings and weekends, as needed to meet ChildSafe's needs.

Physical Demands:

Keyboarding: 45 w.p.m.	Lifting boxes < 25 lbs
Sweeping	Snow shoveling
Light cleaning	

Most activities take place in a normal office environment. This position requires extended periods of time sitting and working at a computer.

Personal Characteristics:

Ethical Behavior	Teamwork
Organizational Skills	Problem Solving
Effective Communication	Relationship Building
Leadership	Strategic Decision Making

Work Environment:

This position works in ChildSafe's administrative office as part of an administrative team with the Executive Director, Clinical Director and the Finance/Operations staff. The Billing Coordinator's apparel shall be appropriate for a business office.

Benefits Include:

- Health/Dental/Vision insurance and Employee Tele-Health program
- Paid time off
- Staff Wellness Reimbursement program
- FAMILI match
- Ongoing employee engagement events
- Life insurance
- Disability insurance
- Retirement plan

ChildSafe Colorado, Inc. is an equal employment opportunity employer. ChildSafe Colorado, Inc.'s policy is not to discriminate against any applicant or employee based on race, color, sex, sexual orientation, gender identity, religion, national origin, age (40 and over), disability, military status, genetic information, or any other basis protected by applicable federal, state, or local laws. ChildSafe Colorado, Inc. also prohibits harassment of applicants or employees based on any of these protected categories. It is also ChildSafe Colorado, Inc.'s policy to comply with all applicable federal, state, and local laws respecting consideration of unemployment status in making hiring decisions.