

Job Title:

Mental Health Billing and Collections Specialist

Qualifications:

The successful applicant for this position must possess the following qualifications:

Education or Experience:

At least two years of post-secondary education or equivalent work experience (5 years or more) in medical billing, customer service, and/or collections.

Skills and Abilities:

- Ability to multitask, prioritize tasks, and meet required timelines.
- Proficiency in general office practices, organizational skills, and competence in Microsoft Office Programs.
- Effective communication skills with sensitivity and consideration for the cultural differences among the children and families served by Pathway.
- Working knowledge of ICD-10 coding, CPT, HCPCS, EOBs, ERAs, and medical terminology.
- Experience in Commercial and Medicaid billing related to mental health services is preferred.
- Excellent understanding of the medical billing process.

Other Requirements:

- Possession of a valid driver's license with a good driving record.
- Must have automobile liability insurance and access to a safely maintained car.

Responsibilities:

The Mental Health Billing & Collections Specialist will report to the Accounting & Billing Supervisor and work from the Central Office of Pathway. Responsibilities include:

- Claims Submission:
 - Generate Weekly Incomplete Service Notes Report.
 - Assist in appropriate claims coding.
 - Collect all information necessary to prepare insurance claims and bill patients.
 - Run Agency monthly eligibility.
 - Verify accuracy of client billing data and revise errors prior to submitting to plans.
 - Obtain and/or enter documents such as authorizations, financial agreements, and other necessary ancillary documents.
 - Process the claim production report several times a week to force any claims that have been stopped.
 - Process weekly and monthly billing in absence of Accounting and Billing Supervisor.



- **Billing:**
 - Utilize CPT coding, ICD coding, and HCPCS in relation to mental health services medical terminology.
 - Enter and update billing data into the electronic health record.
 - Process all Mental Health Client billing.
 - Generate report to post unbilled claims at month-end.
 - Verify claims received by insurance companies.
 - Review all payer rejects and correct rejected claims in clearing house and other insurance websites.
- **Payment Posting:**
 - Review and process (post) EOBs/ERAs.
 - Research, correct, and re-submit rejected and denied claims.
 - Prepare claim appeals.
 - Process credit card payments from clients and payments received from other offices through an online processing site.
 - Minimize claim denials to maximize revenue.
 - Understand copays, coinsurance, and deductibles.
 - Resolve discrepancies in accounting records.
- **Collections:**
 - Call to collect on client collection accounts.
 - Provide the Controller and billing team with a monthly MH AR Aging report.
 - Monitor aging reports and take necessary steps to guarantee payment of claims.
 - Interact with staff, clients, payer, and agencies to answer questions, obtain information, and resolve issues.
 - Recognize problem accounts and notify appropriate staff or supervisor for assistance.
 - Update and send information to the Collections Attorney.
 - Attend collection hearings as a Pathway representative.
- **General Responsibilities:**
 - Assist Accounting & Billing Supervisor as needed.
 - Maintain detailed records as required.
 - Participate in billing auditing processes.
 - Provide feedback for improved claims processes and performance, reduce errors, and improve quality assurance.
 - Communicate and send reports to Enrollment, Clinicians, Therapist, and Directors.
 - Work closely with the Controller to provide month-end reports.
 - Anticipate insurance trends and advise supervisor of changes.
 - Attend bi-weekly MH Billing Meetings and be prepared to discuss any trends, updates, reports, collections, and judgments.
- **Other:**
 - Participate in in-service training designed to improve job knowledge or performance.
 - Assist with providing coverage for the front desk.
 - Attend regular team and supervision meetings with supervisor.
 - Undertake special projects assigned by supervisor.