

## POSITION DESCRIPTION



### **Title:** Billing Assistant

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**Department:**  
Home Care Services

**Exemption Status:**  
Non-Exempt

**Reports to:**  
Billing and Payroll Supervisor

**Last Revised:**  
November 2022

**Titles Reporting to Job:**  
None

**Last Reviewed:**  
November 2022

#### **Position Summary:**

This position provides day-to-day program support to the billing and payroll staff to ensure accurate and timely billing and revenue reconciliation, management of rejects, monitoring of client service authorizations, payroll, and other related duties, as authorized by Illinois Managed Care Organizations (MCOs) and the Illinois Department on Aging (IDOA).

#### **Essential Duties and Responsibilities:**

##### ***Program Support***

- Provides support to the Billing and Payroll Supervisor related to various billing activities including but not limited to billing and revenue reconciliation, management of rejects, monitoring of current client service authorizations, and other related duties.
- May provide support to Billing and Payroll Specialist related to IDOA billing and payroll activities when needed.
- On a daily basis, monitors time sheets in Medsys and reports any discrepancies related to Home Care Aide timesheets to their assigned Supervisors and the Billing and Payroll Specialist.
- Provides support in managing and resolving ongoing MCO-related billing issues, including billing/revenue reconciliation, rejects management and monitoring of subsequent reimbursements received by MCOs.
- Provides support in obtaining IDOA and MCO-related CANS for case closings and submitting required documentation to the appropriate MCO Care Coordinator in a timely manner.
- Provides support regarding outreach to MCO representatives regarding client agreements/service authorizations, case transfers, participant case openings/ closings and other issues.
- Provides support in searching for client service authorizations, via the various MCO portals.
- Maintains an electronic file of all client service authorizations, associated with each MCO and service program; provides ongoing updates to Supervisor regarding any new or pending client service authorizations.
- Maintains updated client service authorization information within the Medsys and Adultdayware database systems.
- On a monthly basis, obtains Medsys reports to verify client eligibility and to access the Participant Search System (PSS) to confirm eligibility of participants with MCO benefits; informs Supervisor of any changes to participants' benefits.
- Provides support in verifying Blue Cross Blue Shield (BCBS) eligibility via Availity.
- Provides support in the preparation and submission of appropriate documents needed to process unpaid units through IDOA's Court of Claims.
- Performs other duties, as assigned, to support program operations.

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### **Performance & Quality Management**

- Is actively involved and knowledgeable of the agency's Performance Quality Improvement process and supports all PQI activities.
- Incorporates the agency mission, philosophy, and core values into daily work and decision-making.
- Adheres to agency policies and procedures.
- Participates in regular supervision with the Billing and Payroll Supervisor.
- Participates in staff meetings and other meetings when necessary.
- Participates in MCO provider meetings or other meetings, as requested by the Supervisor.
- Engages in professional development training, as needed, to enhance professional skills.
- Nurtures positive and collaborative working relationships with other agency staff as well as outside providers. Cultivates a professional and respectful work environment.
- Submits personal time sheets and ensures compliance with agency and funder guidelines.
- Accountable for daily activities within the allowable activities approved by the agency.
- Promptly reports situations that pose a threat to staff, participants or agency, according to the agency's Incident / Accident Reporting procedures and IDOA Critical Event Reporting procedures.

### **General Requirements:**

Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills testing. 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 accommodations may be made to perform the essential functions.

### **Education/Experience:**

High school diploma or GED is required. A minimum of two years proven work experience is required, in the area of business, billing, Accounting or a similar field.

A minimum of two years of college or an Associate of Arts (A.A.) degree (focus on accounting or business) from an accredited university or college is preferred.

### **Language Skills:**

Bilingual (English & Spanish) preferred; must be able to understand and proficiently read, write and speak in English.

### **Computer Literacy & Knowledge Skills Abilities:**

Computer literacy is required. Must be proficient in the use of Microsoft Office applications including Outlook, Word, and Excel, to enter and retrieve data as needed. Must demonstrate the ability to learn and effectively utilize Time & Labor Software.

### **Mathematical Skills:**

High school-level math skills are required. Ability to prepare statistical, billing and other fiscal reports in a timely and accurate manner.

### **Operating Environment and Working Relationships:**

Ability to work independently and collaboratively, as indicated. The Billing Assistant interacts regularly with multi-level HCS and AWC staff and other staff throughout the agency, as well as external entities (e.g. MCO representatives and case managers). Must maintain positive and professional relationships with internal and external stakeholders. Must demonstrate tact, professional composure and diplomacy when interacting with others. Must work collaboratively with diverse populations. Must help to create and maintain a congenial work environment within Senior Services and Accounting Dept.

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**Decision Making Authority:**

Under the guidance of the Billing and Payroll Supervisor, the Billing Assistant must demonstrate the ability to work independently in executing tasks, utilizing good judgment and sound decision-making; must demonstrate discernment regarding issues or situations, which warrant supervisory attention.

**People Management:**

This position does not directly supervise others.

**Other:**

Must demonstrate attention-to-detail and accuracy related to billing assistant activities.

Must possess good time management and organizational skills.

Professional image and presentation expected at all times.

**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, sit, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry 25lbs.

**Work Environment:**

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. The noise level in the work environment is usually moderate.

**Disclaimer:**

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

**I acknowledge and understand that:**

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

**Employee Signature/ Firma de Empleado:** \_\_\_\_\_

**Date/ Fecha:** \_\_\_\_\_