

POSITION DESCRIPTION



Title: Billing and Payroll Specialist

Department:
Home Care Services

Exemption Status:
Non-Exempt

Reports To:
Senior Services Director

Last Revised:
October 2021

Titles Reporting to Job:
None

Last Reviewed:
October 2021

Position Summary:

Under the guidance and supervision of the Senior Services Director, this position is responsible for managing all components of service billing associated with participants receiving in-home care and adult day services, as authorized by the Illinois Department on Aging (IDOA). The Billing Specialist is responsible for ensuring accurate and timely billing, revenue reconciliation & management of rejects including collection of funds from IDOA.

The Billing and Payroll Specialist also manages all components associated with semi-monthly payroll processing for home care aides.

Essential Duties and Responsibilities:

Agency:

1. Nurtures positive and collaborative working relationships with other Agency staff as well as outside providers.
2. Implements the Agency mission, philosophy, core values to direct daily work and decision-making adheres to agency policy.
3. Cultivates a professional and respectful work environment.
4. Is actively involved and knowledgeable of the Agency's Performance Quality Improvement Process.
5. Approves time sheets and ensures compliance with Agency and funder guidelines.
6. Accountable for daily activities within the allowable activities approved by the Agency.

Essential Duties:

Include the following, other duties as assigned:

1. Maintains thorough knowledge of IDOA Adm. Code Title 89: Social Services Chapter II: Department on Aging Part 240 Community Care Program, In-Home Services/Adult Day Services, in order to ensure that the program is in full compliance with requirements.
2. Manages all components of the program's Electronic Visit Verification (EVV) and Telephony systems, ensuring that the EVV system rounds to the next closest quarter hour, as associated with clock-ins and clock-outs by home care aides.
3. Manages and reconciles monthly home care service hours provided to participants, via the program's EVV system and Telephony system.
4. Develops and maintains regular communication with Illinois Department on Aging (IDOA) representatives regarding client agreements, case transfers, participant case openings and closings, as well as other issues as needed.

Position Description

Title: Billing and Payroll Specialist October 2021

Department: Home Care Services



5. Manages and resolves any ongoing IDOA-related billing issues, including ongoing billing/revenue reconciliation, rejects management and monitoring of subsequent reimbursements received by IDOA.
6. Creates reports (via Medsys) to reflect all daily service hours provided to participants in order to bill IDOA through eCCPIS.
7. Works collaboratively and efficiently with the Revenue Cycle Specialist and other accounting department staff, during ongoing billing cycles, to ensure the timely submission of billing reports.
8. Prepares and sends a weekly service report associated with IDPH participants to the Accounts Receivable Specialist in Accounting Department.
9. Reviews the monthly Aging Reports to correct and/or bill for any pending, billable IDOA-related service units within established deadlines (three months).
10. Corrects HCS and AWC rejects in a timely manner and bills for supplemental service units ruling out any duplications.
11. Prepares and submits appropriate documents needed to process unpaid units through IDOA's Court of Claims, as needed.
12. Works in collaboration with Senior Supervisors to request all IDOA-related CANS for case closings and ensures submission to the appropriate Care Coordination Unit and Care Coordinator in a timely manner.
13. Upon receipt of monthly MCO-IDOA participant lists, follows up immediately with designated CCUs or IDOA, to reconcile or resolve identified issues or actions needed.
14. Provides the Senior Services Director with monthly reports, by the tenth (10th) of each month, which includes a summary of new and terminated participants, service units billed.
15. Attends professional development trainings and staff meetings, as required.
16. Participates in regular supervision with the Senior Services Director.
17. Participates in quarterly IDOA Case Coordination Unit meetings, as requested by the Senior Services Director.
18. Performs other duties, as assigned by the Senior Services Director.

Semi-monthly Home Care Aide Payroll Processing:

19. Collects all personnel time sheets and service calendars from HCS supervisors at the end of every payroll. Reviews time sheets for exceptions and makes necessary corrections.
20. Reviews, inputs and accurately reconciles all personnel time management data (e.g. paid time off, employee identification numbers from timesheets and other records, via EVV system) and service hours (via calendars) to ensure alignment and accuracy prior to starting payroll.
21. Researches and resolves time management questions/problems with department supervisors.
22. Reconciles time management hours report against Home Care Aides calendar information to ensure all hours paid.
23. When preparing payroll file, ensures accuracy of pay register to time management summary report.
24. Reviews the no hours report during each payroll to determine missed hours or troubleshoot employee status.
25. Prepares payroll file by following the written payroll procedure and collaborates with HR Payroll Coordinator to submit semi-monthly payroll.
26. Prepares the bus pass reimbursement report for the HCS program on a monthly basis to ensure accuracy prior to payroll process.
27. Keeps the HR Payroll Coordinator and HR Director up to date on any payroll concerns.

Position Description**Title:** Billing and Payroll Specialist October 2021**Department:** Home Care Services**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 (2) years proven work experience in the area of billing, accounts payable or in a similar role is required. Two (2) years of college credit or an Associate of Arts (A.A.) degree 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, Publisher 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 and billing reports in a timely and accurate manner.

Operating Environment and Working Relationships:

Ability to work independently and collaboratively, as indicated. The Billing Specialist interacts regularly with multi-level HCS staff and other staff throughout the agency. Must develop and 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 Home Care Services (and Accounting).

Decision Making Authority:


Under the guidance of the Senior Services Director, the Billing Specialist 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 consistent attention-to-detail and accuracy related to billing information/reports. Good time management and organizational skills are required. Professional image and presentation expected at all times.

<p align="center">Position Description</p> <p>Title: Billing and Payroll Specialist October 2021</p> <p>Department: Home Care Services</p>	
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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: _____