



City of Kansas City, Missouri Job Class Specification

Job Title:	MEDICAL BILLING SPECIALIST I	Department:	FIRE
Job Code:	1153	Status:	NONEXEMPT
		Grade:	L-4

Summary

This is a specialized professional position involving public contact applying customer service and ambulance billing skills with customers by telephone, by e-mail or in writing while maintaining a high level of customer satisfaction. Employee deals with billing, coding, and may be assigned special projects.

Work involves resolving complex complaints about insurance and ambulance billing services, responding to request for services and responding to general or complex inquiries about billing, KCFD membership, and financial services. Work may involve referring citizens for assistance to social service and community agencies. Incumbents exercise considerable independent judgement.

Duties and Responsibilities

- Maintains and promotes goodwill and positive citizen and patient relations.
- Follow up on insurance, billing and ambulance service requests, monitors status and outcomes, then advises complainants.
- Assists the public by listening to complaints or requests and providing information, and referrals on requests for assistance to appropriate city departments or outside agencies.
- Receives and processes requests and complaints about medical billing cost, transport services and insurance payment, deductible, or denials in an interview format in person, by mail or telephone from patients, third-party payors, city officials, and city employees.
- Processes payments for services using electronic information systems; JetPay.
- Follows up on insurance appeals, monitors account status and outcomes, and then advises patients accordingly.
- Receives, processes and monitors account outcomes processed by outsourced vendor, by reviewing, editing, and correcting problems and issues.
- Accesses technological on-line resources such as the City's email and request processing systems to provide patient information and medical records via Sunshine records request.
- Assist other employees in special medical billing ques and payment processing.
- Educates the public on the role of the KCFD medical billing department in resolving ambulance billing services requests.
- Manages the Ambulance Membership plan, maintains enrollments/ re-enrollments and payments.
- Performs related duties as required.

Technical Skills	<p>Knowledge of:</p> <p>The principles and practices of KCFD Medical Bureau Billing Department. Applicable research techniques, methods, and procedures.</p> <p>Working knowledge of:</p> <p>Applicable laws, regulations, procedures, and processes governing the receipt and expenditure of public funds.</p> <p>Ability to:</p> <p>Properly interpret and make decisions in conformance with established laws, regulations, and policies in compliance with HIPAA policies and procedures. Collect, analyze, and interpret data and submit oral and written reports. Establish and maintain effective working relationships with employees and insurance companies.</p>
Education and Experience	<p>High school graduation or GED and two (2) years of public or private sector experience in medical billing</p> <p style="text-align: center;">OR</p> <p>An equivalent combination of education and experience.</p>
Certificates/ Licenses/Special Requirements	<p>Must pass a background check as prescribed by the City.</p>
Supervisory Responsibility	<p>None.</p>
Supervision Received	<p>Work is performed under general supervision with considerable latitude for the exercise of independent judgment.</p> <p>Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.</p>
Created Revised	<p>5/23</p>