



Scarborough Fire Department Scarborough, Maine



Standard Operating Guidelines

Book:	Organization
Chapter:	Fire Department Organization
Subject:	1142 – Job Description EMS Billing Clerk
Revision Date:	3/26/2022
Approved by:	<i>Richard Kindelan, Fire Chief</i>

QUALIFICATIONS

- High School diploma or GED equivalent, supplemented by courses in bookkeeping, accounting, or related. Experience in the keeping and recording of financial transactions. Experience in medical billing, accounts receivables, collections processing and posting. Knowledge of medical terminology, medical claims procedures, payer regulations and basic balancing skills, HIPPA and Patient Privacy Act knowledge and compliance.
- In lieu of the above, any equivalent combination of training and experience that provides the following knowledge, abilities and skills may be considered at the discretion of the Town of Scarborough.

REPORTS TO: Fire Department Office Manager

NATURE OF WORK

This is customer service and general clerical work involving the keeping of fiscal records, processing payments, collections, preparing invoices and the application of bookkeeping principles in support of the Scarborough Fire Departments Emergency Medical Services. Employee of this class is responsible for professional and friendly customer service and the performance of a variety of multi-tasking clerical functions requiring accuracy, initiative and independent judgment in standard work situations.

Work is performed under the direction of the Fire Chief and is supervised by the Fire Department Office Manager. Work is also subject to review in process or upon completion for results obtained and through fiscal audits.

GENERAL DUTIES AND RESPONSIBILITIES

- Reconciling and following up on EMS patient invoices processed by the Town's billing agent through computerized systems.
- Talks with patients about billing and insurance problems. Communicates between the Town's billing agent, patients, and insurance companies to review the status of claims and to help resolve issues.
- Sends statements on previous billings, prepares re-files to insurance claims not paid within specified time period, sends letters of appeal on claims that have been denied, and prepares a variety of logs, reports, and records.
- Maintains files and prepares reports for Finance and Fire Administration on EMS billing; maintains records of medical runs and other departmental activities.
- Operates a variety of office equipment including calculator, computer, scanners, copiers, fax machines, etc.
- Answers the telephone, greets the general public, provides information and assistance, takes and relays messages or directs calls to appropriate personnel, returns calls as necessary. Performs general clerical tasks, which may include performing data entry, copying, filing or faxing of documents.
- Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of accounts receivable principles and procedures, ability to perform a variety of standard arithmetic computations.
- Medical billing and/or insurance claim processing experience required.
- Knowledge of modern office procedures, filing, practices and equipment.
- Ability to work with some independence in general work situations.
- Skilled in the use of computer software including Word and Excel documents as well as the Town's financial software packages. Skilled in the use of calculator, computer equipment, etc.
- Must work and communicate professionally with others, both fellow employees and the public.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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.

The work is generally sedentary. Typically, the employee may sit or stand comfortably to do the work. However, there may be some walking; turning; stretching; bending; carrying of light items such as papers, books, file boxes; driving an automobile, etc. Must be able to lift 25 pounds, otherwise, no special physical demands are required to perform the work.

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices and meeting and training rooms, use of safe work

practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.

EVALUATION

The Fire Chief or his designee will evaluate performance in the position.