



## **Accounting & Medical Records Technician (2125)**

**FLSA Status:** Non-Exempt (Hourly)

**Pay Grade:** 11

**Safety-Sensitive:** No

### **Purpose**

The purpose of this classification is to perform accounting and administrative tasks, process accounts payable, maintain accounting ledgers, make deposits, and issue a variety of licenses and permits.

### **Primary Responsibility**

Provides excellent service, pursues continuous improvement and exceeds expectations.

### **Typical Duties**

Ensures all activities are in compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures regarding medical records, billing, privacy and records retention: and initiates any actions necessary to correct deviations or violations.

Performs customer service functions: provides information and assistance regarding billing, payments, balance information, patient liability, or other issues; responds to routine and complex questions, complaints, or requests for service; initiates problem resolution; conducts research; recommends solutions; establishes patient payment options and payment schedules; and enters data into department computer systems.

Checks status on unpaid claims: follows up on redeterminations and rejections from Medicare, Medicaid and insurance companies.

Prepares and processes emergency services bills: reviews billing charges; prepares and submits billing reports; prepares bills for mailing; and maintains and updates all files and accounts.

Processes payments for services and fees: receives monies from customers, Medicare, Medicaid, and insurance companies by check, cash, and credit card; documents payments received; updates and balances accounts; balances cash drawer daily; and prepares bank deposits.

Performs in-house collection and delinquent account activities: researches accounts and contact information for customers; contacts customers; makes payment arrangements for delinquent accounts; monitors customer compliance with payment dates and amounts; and maintains all related documentation.

Maintains file system of various documents and records for area of assignment: prepares files, organizes documentation, and files documents in designated order; retrieves/replaces files; scans records into computer; shreds/destroys confidential or obsolete documents; and conducts records maintenance activities in compliance with guidelines governing record retention.

Copies and certifies medical records related to open records requests and attorneys' requests for production of documents in accordance with HIPAA guidelines: and maintains required HIPAA log for records activities.

Performs other related duties as required.

### **Minimum Qualifications**

High School Diploma or GED required, with vocational or technical training in accounting or a related field; supplemented by one year of experience in the accounts receivable, medical billing or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

### **Performance Aptitudes**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

### **ADA Compliance**

*In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

*DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.*

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