

Contracted Biller

Identity, Inc.

Revised January 2022

Reports To: Identity Clinical Director

FLSA Status: Full-time, Non-exempt

Rate: \$25-30/hour depending on experience and capacity to fulfill all obligations of job description

General schedule: 12-18 hours per week flex to your schedule, however, there are daily tasks required M-F.

Identity, Inc. is a statewide 501(c)3 organization whose mission is to advance Alaska's lesbian, gay, bisexual, and transgender (LGBT) community through advocacy, education and connectivity. Our vision is for a world where all people are free to express and be proud of their gender identity and sexual orientation. Identity Health Clinic offers gender-affirming and sexuality-affirming healthcare to Alaskans.

Summary

This position primarily works at Identity Health Clinic to advance the healthcare of LGBTQ+ Alaskans, including submitting claims, working denied and problem claims within the Athena Charting system, assisting with billing and coding tasks that help maintain the daily financial flow of the clinic and supporting overall clinic needs. The position also spends some time acting as a Medical Records Technician, and as a coding support specialist to our providers.

Role and Responsibilities:

- Internal auditing
- Medicaid auditing
- Consult on work flow efficacy, and provider questions regarding billing and coding.
- Complete insurance verifications, contact insurance company to follow up on claims and resolve disputes.
- Complete medical record requests.
- Input charge codes and submit claims to insurance for billing.
- Fulfill patient inquiries for account balances.
- Full cycle billing.
- Credential providers with various/multiple insurance companies.
- Responsible for researching, investigating, retrieving and assimilating information necessary to provide patient care
- Deal effectively and courteously with callers, patients and families, insurance companies, other agencies.
- Exercise initiative, judgment and decision making to achieve objectives.
- Maintain strictest confidentiality of financial and personal matters relating to patients and business activities.
- Participate in weekly/monthly/quarterly meetings with providers and EHR liaisons. complete tasks according to Athena's best practices workflow.
- Act as medical records technician for clinic

Qualifications and Education Requirements

- Active support of Identity's mission
- Experience in administrative/billing and clinical environments for at least 12 months.
- Willingness to learn
- Compassion for others
- Willingness to work as part of a team
- Organized
- Ability to work independently
- Experience supervising others
- Experience working with electronic health records, preferably with Athena
- Ability to to work in a fast-paced environment with multiple priorities
- Must be able to pass a background check
- Must be able to treat everyone with respect and dignity
- The qualified applicant will have at minimum a high school diploma or GED as well as certifications as a biller and coder
- Experience as a medical records technician is preferred, not required
- Other relatable experiences considered.
- Be vaccinated to protect against coronavirus (COVID-19) unless have medical exemption

Skills and Experience Gained

- Work in a evolving and life-saving clinic
- Outreach and networking in the LGBTQ+ and healthcare communities
- Non-profit organizational management

Preferred Skills & Experience

Billing/coding, Athena, Google Suite, EHR experience, multiline telephone, experience in social work and medical setting, basic office management skills (fax, scan, e-mail, etc.), experience working with community organizations and/or non-profit organizations, experience working with the LGBTQ+ community, lived experience as a member of the LGBTQ+ community, lived experience of a person needing gender-affirming and sexuality-affirming health care, lived experience in Black, Indigenous and people of color communities.

Additional Notes

This job description does not list all of job duties. Occasionally the Clinic Director may assign other reasonable duties. Identity reserves the right to revise this job description at any time.

Identity, Inc. is an equal opportunity/affirmative action employer and encourages applications from all qualified individuals including people of all genders; people with disabilities; Black, Brown and Indigenous people; People of Color; lesbian, gay, bisexual and queer individuals; and people with lived experience of houselessness/poverty.

Apply

Send a cover letter and resume to health@identityinc.org. Subject Line: Contracted Biller Position

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