

WEST METRO FIRE PROTECTION DISTRICT
EMS DIVISION
EMS Billing Specialist

NATURE OF WORK

Performs administrative and supervisory functions to provide oversight of revenue cycle management of emergency medical services (EMS) at West Metro Fire Protection District (District). Serves as the District's patient advocate for EMS cost recovery questions/concerns, and as the liaison to EMS billing and collections vendors for billing and debt collections; including data submission and inquiries related to the established EMS billing and debt collections vendors. Monitors the performance of billing and collections vendors to ensure established performance requirements are met. Serves as the District's ambulance compliance officer.

This position reports directly to the Division Chief of EMS and works closely with the fire chief, finance division, District's privacy officer, and other EMS division staff.

This position works directly with patients, patient representatives, and citizens on a daily basis for inquiries pertaining to records requests and EMS billing.

This position has supervisory functions and is responsible for the supervision of the EMS Billing Technician.

ESSENTIAL DUTIES

Ensures proper billing process for the complete lifecycle of all billable EMS incidents with EMS billing and collections vendors, in accordance with governmental and third party billing and collections rules and regulations. Ensures accurate documentation, proper charges, and posting of payments. Develops a quality assurance/quality improvement process to monitor acceptable performance standards and requirements for patient care record data submission, and ensures such submissions are in accordance with Health Information Portability and Accountability Act (HIPAA) privacy rules.

Works with the District's EMS billing and collections vendors(s) to prepare or provide EMS billing and debt collection audit and performance reports and identifies trends or omissions from the billing cycle. Provides recommendations for improvement to the Division Chief of EMS regarding these trends or omissions.

Maintains strict confidentiality in all phases of work as mandated by federal and other applicable provisions.

Serves as the District's ambulance compliance officer with respect to billing, coding and compliance; develops and maintains a compliance program for the District and continually audits and improves the compliance program.

Supervises daily work assignments of the EMS Billing Technician. Ensures that work assigned is completed accurately and timely to meet organizational goals.

Receives, investigates, and responds to inquiries from patients, patient representatives, and citizens pertaining to EMS billing and debt collections services and coordinates appropriate actions, as indicated, to resolve identified problems.

Ensures successful connection to the District's Health Data Exchange (HDE), and Health Information Exchange (HIE).

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Coordinates requests for patient care reports from patients, family, hospitals, law enforcement, legal staff, and other governmental agencies based on current District policies and procedures.

Reviews and determines needs-based financial hardship applications based on current District policies and procedures.

Provides informational briefings to the District's command staff for EMS revenue cycle performance.

Maintains all EMS billing policies and procedures.

Attends seminars, conference, workshops, classes, lectures, etc., as appropriate, to enhance and maintain knowledge of trends and development in the field of EMS revenue cycle management, ambulance billing compliance, EMS billing and/or patient care record software systems, HIPAA, and EMS law.

Researches data and assists in the preparation of grant applications.

Performs other technical work including computer system administration and public assistance.

Performs other related work as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of medical terminology, medical revenue cycle management, and ambulance compliance.

Knowledge of various software programs such as Microsoft Office.

Ability to operate without supervision and to make appropriate decisions when required.

Ability to meet imposed deadlines and to effectively prioritize assigned projects.

Ability to maintain an amiable and effective working relationship with EMS staff, fellow employees, other agencies and the public.

Ability to organize and present information to individuals and groups.

Ability to communicate effectively both verbally and in writing.

Strong organizational skills, accuracy, and attention to detail.

Ability to handle sensitive information confidentially and professionally.

Ability to work with frequent interruptions and on a variety of projects concurrently.

MATERIALS AND EQUIPMENT DIRECTLY USED

Position operates computer terminals, keyboards, typewriter, telephone, fax machine, photocopy machine, calculator, postage scale and meter, books, files, and paper shredder.

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WORKING ENVIRONMENT/PHYSICAL REQUIREMENTS

This is primarily sedentary office work. Must demonstrate the ability to meet the physical demands of the job including the ability to retrieve information from various locations in the office when needed. May include exposure to periods of high activity and high stress under demanding conditions. The position requires a great deal of communication with District members, the public, and outside agencies. While performing the duties of this job, the candidate is regularly required to sit, talk and hear. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms, stoop, kneel, crouch, and crawl.

EDUCATION, EXPERIENCE AND FORMAL TRAINING

KEY:	
Required =	R
Preferred =	P
Not Applicable	N

Education/Training	R	P	N	COMMENTS
Must be at least 18 years of age	X			
Must possess a valid Colorado Driver's License (or be eligible to obtain by time of and exhibit a safe driving record. employment)	X			
High School Diploma or GED Certification	X			
Education supplemented by courses in bookkeeping and medical coding				
Knowledge of ambulance billing procedures		X		

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EDUCATION, EXPERIENCE AND FORMAL TRAINING CONTINUED:

KEY:	
Required =	R
Preferred =	P
Not Applicable	N

Education/Training	R	P	N	COMMENTS
Associates Degree		X		
Bachelor's Degree		X		
Prior medical billing supervision		X		
Must type a minimum of 55 wpm		X		
Ambulance compliance officer certification	X			Required within 1 year of employment
Competent intermediate or advanced spreadsheet (Excel) user	X			
Must be proficient in Microsoft Word and Outlook	X			
Governmental experience		X		
Strong Communication Skills	X			

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OTHER NECESSARY REQUIREMENTS

Must be at least 18 years of age. Must possess a valid Colorado Driver's License (or be eligible to obtain by time of employment) and exhibit a safe driving record. Failure to maintain a valid Driver's License and safe driving record is subject to Administrative Procedure #4104 Operation and Use of District Vehicles. Must successfully pass a background investigation and polygraph examination.

PHYSICAL DEMAND CHARACTERISTICS OF JOB:

KEY:

Never = not required
Occasionally (OCC) = 1% to 32% of workday (1 min. to 2.5 hrs. of 8-hr. day)
Frequently (FREQ) = 33% to 66% of workday (2.6 to 5.25 hrs. of 8-hr. day)
Constantly (CONSTANT) = 67% to 100% of workday (5.3 to 8 hrs. out of 8-hr. day)
Essential = E
Marginal =

FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
SITTING			X----	-----X	E	Sits for prolonged periods of time doing office work
STANDING			X		E	Depends on the amount of copier / filing work assigned
WALKING		X			E	To and from meetings, copy room
PUSHING		X			E	File Boxes, Delivery Packages, Cleaning supplies, Office supplies
PULLING		X			E	File Boxes, Delivery Packages, Cleaning supplies, Office supplies
CLIMBING LADDERS	X				N/A	Never
WORKING HEIGHTS AT	X				N/A	Never
TWISTING NECK AT			X		E	Filing, Computer work, Answering Telephone
TWISTING WAIST AT		X			E	Filing, Using Copier
BENDING WAIST AT		X			E	Reach low areas, Pick-up boxes, files
SQUATTING KNEES AT		X			E	File, reach low areas, mailroom, supply room
CRAWLING	X				N/A	Never
CLIMBING / WALKING STAIRS		X			E	To access Administration building when elevator is broken

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FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
KNEELING		X			E	To perform office work, stocking at supply room, mailroom, filing
REACHING ABOVE SHOULDER HEIGHT		X			E	Stocking supply room, file, access high shelves
REACHING FORWARD AND AWAY FROM BODY			X		E	Filing, answering phones, driving, supply room, mailroom
REACHING BELOW WAIST		X			E	Supply room, office work, and to access low areas, mailroom
DRIVING		X			E	

STRENGTH DEMANDS

LIFTING, CARRYING, PUSHING, PULLING	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
UNDER 10 LBS.			X		E	Office supplies, File Boxes, mail bag, packages, books
10 TO 20 LBS.		X			E	Files boxes, Package Deliveries
21 TO 50 LBS.		X			E	File boxes up to 30LBS
51 TO 100 LBS.	X				N/A	
OVER 100 LBS.	X				NA	

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HAND USAGE

FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
FINE FINGER MANIPULATION				X	E	Typing, manipulate small objects and tools, leaf through paperwork and plans, stapling
GRASPING			X		E	Handling of all types of office supplies, equipment, tools, appliances, and equipment
KEYBOARDING			X-----	-----X	E	Data entry, reports, forms, policy, procedures
WRITING		X----	----X		E	Forms, messages, plan reviews, checklists, notes, Updates
REPETITIVE MOTION OF MORE THAN 1X EVERY 30 SECONDS				X	E	Operating keypads, Typing
REPETITIVE MOTION OF LESS THAN 1X EVERY 30 SECONDS		X			E	Filing, Stacking Boxes, Stacking supplies

ENVIRONMENTAL CHARACTERISTICS

CHARACTERISTIC	YES	NO	E/M	COMMENTS
EXTREME COLD		X	N/A	
EXTREME HEAT		X	N/A	
EXTREME MOISTURE		X	N/A	
HAZARDS	X		E	Supply room objects, electrical, trip/fall, slant/slope, ice on parking lot, low headroom, uneven ground
EXTREME NOISE	X		E	Alarms, fire equipment, special events
VIBRATIONS		X	NA	
FUMES	X		M	Exhaust from parking lot