

Effective date: January 2, 2018

Customers served (external and internal): all Patients, any member of the Paradigm Team, all vendors, suppliers and any other members of the public.

Reports To: CAO or Practice Administrator

Role Qualifications:

Role Summary: Provides general supervision and support of the Administrative department. Must have a proficient level of knowledge of every function of the area. Must thoroughly understand basic and major medical coverage plans, such as the Fee-for-Service Plans, Health Maintenance Organizations (HMOs), Point-of-Service Plans (POS) and Preferred Provider Organizations (PPOs) and know the different methods of billing patients and understand the medical billing industry and all its complexities. Must be detail oriented, organized and reliable.

Principal Accountabilities: (essential job functions)

- Responsible for resolving processing problems.
- Performs detailed research/adjustment functions.
- Maintains/monitors department workload and employee schedules for billing, front desk and verification staff.
- Ensures adequate coverage of all duties is maintained in order to meet daily deadlines and acts as back up to cover staff shortages.
- Maintains and builds effective relationships with insurance companies, Therapists and other providers as warranted.
- Tackles collection calls as needed and with tact. Seeking a “win-win” solution.
- Oversees daily tasks of billing, front desk and verification department to meet goals for collections and the A/R of company.
- Keeps all departments informed of insurance changes and processes.
- Exercises personnel authority with respect to employment, training, salary changes, performance appraisals and termination of Medical Billing, Front Desk staff, and Verification staff.
- Daily interaction with reception, accounting and CAO.
- Works directly with management team to meet financial goals of company.

Essential Skills and Experience:

- Strong customer service orientation – both external and internal.
- Excellent interpersonal and communication skills
- Computer proficiency – Microsoft Word, Excel in particular.
- HS Diploma or equivalent
- 0-2 years experience as a receptionist, customer service representative or equivalent. Has knowledge of commonly used concepts, practices and procedures within the medical billing field.

Beneficial Skills and Experience:

- Experience working in high performance teams and a proven strong team player
- Commitment to company values
- Some previous supervisory experience is preferred.
- Ability to read, write and speak Spanish.
- **Physical Challenges:**
- Consistent and regular use of phone required.
- Must be able to keep numbers in correct order on a very consistent and regular basis.
- Regular and consistent use of keyboard and mouse.
- Ability to climb stairs on occasion.
- Must be able to occasionally lift up to 25 pounds.

- Consistent sitting for many hours at one time. Majority of day (50%+) is spent sitting at a desk.
- Additional challenges may arise, at which time Paradigm may revise this job description.

Reporting to the position are:

All Medical Billing staff, Verification Staff, and Front Desk staff.

This job description does not represent an inclusive list of all duties encompassed in this position, but rather serves as a tool to assist the employees in this position. The existence of this job description, or any other job description, does not in any way negate "at will" employment status. The President of Paradigm is the only person who may elect to modify or delete this job description at any time upon giving notice to the HR Rep to do so.

I understand the responsibilities associated with this job and I agree to fulfill them to the best of my ability.

Employee Signature

Date

**ONCE SIGNED, PLEASE SEND ORIGINAL TO HR DEPARTMENT
TO BE ADDED TO THE EMPLOYEE'S PERSONNEL FILE.**

FLSA Status: Exempt

Essential Skills and Experience to Qualify For Promotion:

1. Proven success in all areas listed above.
2. Commitment to Paradigm's strategic plan and vision for the future.
3. Recommendation from immediate supervisor or other member of Executive Team.