

Grand County, CO

JOB DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performance of their duties, just as though they were actually written out in this job description.

EMS Customer Care Analyst II

Department: EMS
Pay Grade: 106
FLSA Status: Non-Exempt

JOB SUMMARY

This position serves as the first step in “care after the call” for Grand County EMS patients providing comprehensive support throughout the patient billing process. This position is responsible for assisting with all aspects of overall revenue cycle management for EMS, including accounts payable, accounts receivable and patient invoicing. The Customer Care Analyst II is also a patient advocate, which includes filing appeals, reconsiderations on behalf of patients, assist in processing financial aid, managing payment plans and record management.

ESSENTIAL JOB FUNCTIONS

- Adheres to the Mission, Vision, and Values of Grand County Emergency Medical Services.
- Treats all persons encountered in the line of duty with respect, dignity, and empathy.
- Provides clear, concise data analysis and tabulated data in a system to provide departmental reports.
- Identifies and extracts billing information from both automated database systems and written reports.
- Prepares EMS Department billing and patient statistical reports.
- Prepares monthly, quarterly, and annual reports, specialized reports of financial, statistical, or other system reports as requested by the EMS Chief.
- Processes and prepares invoices for patients, including insurance forms.
- Oversees and inputs payments, charges, and adjustments into automated database systems.
- Manages social media page and updates webpage.
- Organizes community events related to public relations.
- Updates agency vendor agreements.
- Develops professional relationships and maintains a good standing with governmental agencies and regulatory agencies.
- Assists in the review and development of policies and procedures for the EMS Billing.
- Prepares deposits for the Treasurer's office.
- Oversees the preparation of accounts for collection recovery and works with the County Attorney's office for civil action.
- Understands and maintains the HIPAA compliance program and verification of HIPAA compliance with all governmental and regulatory agencies.
- Manages the Medicare, Medicaid, and Private Insurance compliance programs.

- Manages the Charity care, Indigent care, and resident discount programs and prepares statistical reports, monthly and quarterly reports, plans, and forecasts.
- Oversees, posts, and balances transactions to accounts receivable and sends out monthly statements; reconciles insurance payments to invoices.
- Oversees and researches patient information through other providers and re-files claims when necessary.
- Assists in the planning and financial forecast for the performance goals of the department.
- Answers calls and communicates with the public, insurance companies, and other medical billing/facilities.
- Assists in the billing education and training of the EMS staff, including computer billing entry.
- Participates as a member of the Continuous Quality Improvement process for the EMS Department.
- Drives ambulance to transport sick or injured persons as needed under supervision of clinical staff.
- Attends mandatory training and department meetings.
- Performs Accounts Payable tasks to ensure the business functioning of the EMS department.
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Associate's Degree in business or a related field; and six (6) months of related experience; or an equivalent combination of education and experience. Experience in finance or healthcare billing operations preferred.

Special Qualifications:

Possession of a valid State of Colorado driver's license. The requirement exists at the time of hire and as a condition of continued employment. Current Healthcare Provider CPR/AED/First Aid certifications or must have within four months of employment, Current Notary certification/license or must have within six months of employment.

Knowledge, Skills, and Abilities:

- Knowledge of programs associated with EMS equipment, procedures, and programs.
- Skill in the use of radio and computer equipment.
- Skill in communications, problem-solving, and accounting.
- Skill in computer usage, including the use of general office applications and database management tools.
- Ability to read and interpret documents, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of the organization.
- Ability to calculate figures and amounts such as fractions, proportions, percentages, and volume.
- Ability to problem solve with a variety of variables in situations where limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to establish and maintain effective working relationships with EMS staff, the public, and county officials.
- Ability to effectively verbally communicate with patients, providers, insurance companies, and departmental staff.
- Ability to teach computer techniques, skills, and applications.
- Ability to track and adhere to multiple deadlines.

PHYSICAL DEMANDS

The work is considered light work that requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, this position also requires the ability to use hands to finger, handle, or feel and talk or hear, stand, walk, sit, and reach with hands and arms, climb or balance, and stoop, kneel, crouch, or crawl; occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The noise level in the office work environment is usually quiet to moderate. The employee is frequently exposed to moving mechanical parts and outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, and toxic or caustic chemicals. The employee is or may be exposed to human bodily fluids and to a dangerous work environment while attempting to rescue or provide medical care.