

Medical Billing Representative

Summary: Excel Orthopaedic Specialists is a busy Orthopaedic practice looking to hire an experienced Full Time Medical Billing Representative to add to our expanding team. Our facility consists of Orthopaedic Surgeons, Physiatry Professionals, Physician Assistants, Occupational and Certified Hand Therapists, and Physical Therapy.

Duties & Responsibilities: The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Responsible for reviewing and entering daily and surgical charges for Orthopaedic MD & PA visits and ED consults. Prepare claim data according to payer regulations with a goal to producing clean claims.
- Verify and process claims through our clearinghouse and payer systems on a timely basis along with working EDI rejections.
- Works denials and rejections, prepare appeals and process corrected claims for resubmission within payer guidelines to maximize reimbursement and follow through to resolve all outstanding AR. The ability to balance multiple tasks accurately and in a timely manner is essential
- Post payments and follow up on claims to ensure that accurate payment has been received. Knowledge of electronic posting is preferred.
- Knowledge of Medicare/NHIC insurance guidelines, posting electronic Medicare payments and working Medicare claim denials is a plus
- Processes insurance and patient refunds as required.
- Answer patient telephone inquiries and resolve any discrepancies pertaining to patient accounts. Must be comfortable discussing billing and over due balances with patients along with maintaining HIPPA compliant guidelines.
- Establish payment arrangements with patients if necessary and implement payment plans.
- Monitor collection list by reviewing aged patient accounts and determine if account should be transferred to collections.
- Maintains work queue, payment postings, denials and scanned documents throughout the day following protocol
- Make follow up calls to patients and payers (insurance company, workers comp, etc)
- Demonstrate professional communication and problem solving with providers and management.
- Reconcile daily batch payments at the end of the day to ensure totals posted are accurate. Identify any errors and correct discrepancies.
- Responsible for the daily reconciliation and bank deposit run for the practice. Strong ability to identify cash/check/credit card posting discrepancies with the skill to rectify any posting issues to balance the practice is essential.

Qualifications:

- Experience in an Orthopaedic setting is a plus
- Position is located in the office, this is NOT a remote-work position.
- High school diploma required, Bachelor's degree preferred
- Certified Professional Coder (CPC) or Certified Professional Biller (CPB) preferred but not required
- Knowledge of medical terminology required, orthopaedic terminology is a plus
- Demonstrates ability to handle a high volume of calls in a fast-paced environment
- Excellent verbal and written communication skills
- Strong computer skills and knowledge of (eClinicalWorks) and MS Office is a plus

Benefits:

- 401(k)
- 401(k) matching and Profit Sharing
- Health Insurance
- Dental Insurance
- Life Insurance
- Disability Insurance
- Vision Insurance
- Paid Time Off
- Flexible Spending Account
- Salary commensurate with experience

Experience: Medical Billers & Coders: 2 years (Preferred); ICD-10: 2 years (Preferred)

Schedule: Monday – Friday, full-time

Work Location: 200 Unicorn Park Drive, Woburn, MA www.excelortho.com

Work Remotely: No

COVID-19 considerations: All patients and employees are required to wear a mask. Additionally, common surfaces are sanitized regularly.