

## **Billing Coordinator / Systems Administrator Tompkins County**

**Department:** Health and Mental Health Departments  
**Classification:** Competitive  
**Labor Grade:** White Collar 14  
**Approved:** Position Conversion 03-19-2018  
**By:** AG, Commissioner of Human Resources  
**BBP Risk Factor:** No Risk

### **MINIMUM QUALIFICATIONS:**

- (a) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's degree **AND** three years of full time paid (or the equivalent part-time and/or volunteer) experience in office management and senior level billing or electronic health record management in a healthcare related field; **OR**
- (b) Graduation from a regionally accredited or New York State college or university with an Associates in Applied Science degree **AND** five years of full time paid (or the equivalent part-time and/or volunteer) experience in office management and senior level billing or electronic health record management in a healthcare related field; **OR**
- (c) Graduation from high school or possession of a high school equivalency diploma **AND** seven years of full time paid (or the equivalent part-time and/or volunteer) experience in office management and senior level billing or electronic health record management in a healthcare related field; **OR**
- (d) Any combination of training and experience equal to or greater than that described in a, b, and c above;

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

**NOTE:** A degree in Healthcare Management, Health Information Management, Business Administration, or Business Management is preferred but not required.

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a position reports directly to the Public Health Director or his/her designee and involves a high level of autonomy and independent responsibility for the coordination of the medical billing for the physical and behavioral health units, and for performing structured system administration duties as related to the maintenance and configuration of the primary electronic health record system. The incumbent is responsible for coordinating medical billing and medical claims management. The incumbent is responsible for statistical record keeping and reporting. The work is performed under the general administrative direction of the Public Health Director or his/her designee and exercises a high level of autonomy. The incumbent is responsible for overseeing day-to-day management of office and supervising assigned non-technical staff. The incumbent will exercise considerable autonomy and independent judgment in accordance with policies and objectives directed and outlined. The incumbent acts as a liaison with a variety of other divisions, departments and agencies and will report data both internally and externally. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

#### **Priorities**

- Coordinates and monitors the submission of medical claims to various agencies;
- Supervises and coordinates the billing staff;
- Maximizes revenue generation;
- Reports and analyzes fiscal data;
- Monitors and maintains insurance contracts;
- Responsible for administration of the agency's electronic health record;

#### **Coordination of Medical Coding and Billing**

- Coordinates and monitors the submission of medical claims to various government and private health insurance agencies;

- Supervises the billing staff; Maximizes revenue generation;
- Reports and analyzes fiscal data;
- Evaluates fiscal policies and procedures and implements changes based on regulation and best practice;
- Monitors and maintains contracts, provider and division enrollments, and relationships, with government and private health insurance agencies;
- Proactively remains informed of changes occurring in value based payments, medical coding, and the billing environment by accessing available trainings and information releases;

### **Electronic Health Records System Administration**

- Responsible for ongoing, limited end-user system administration of an outsourced, vendor-supported electronic health records system, including limited system configuration as required to make changes, updates, or improvements to the system;
- Facilitating staff training;
- Maintains formal written records of user-defined electronic health records system configuration specifications;
- Interfaces with the outsourced electronic health record system's Help Desk and developmental/project staff to resolve technical issues and/or apply updates and upgrades in a manner that limits operational impacts;

### **Billing Staff Management**

- Coordinates the billing staff in the timely claim's process for medical and behavioral health;
- Ensures that revenues are maximized and accounted for;
- Coordinates the preparation of or directly prepares a variety of accounting, statistical, and narrative reports as required; Creates policies and procedures to address billing and regulatory demands;
- Responsible for interviewing, making recommendations on hiring of non-technical staff, training, supervision, and performance evaluations of office staff;
- May provide training on office operation, with emphasis on computer-related usage and database management;

### **Other**

- Responsible for IT management such as inventory tracking, ordering equipment, requesting repairs, assisting IT with resolving information systems issues, and assessing future needs of a department or agency.

### **KNOWLEDGE SKILLS AND PERSONAL CHARACTERISTICS:**

- Good knowledge of current business administration and fiscal procedures, practices, terminology, and techniques;
- Thorough knowledge of management information systems and computer operations, including database, spreadsheet and word processing applications;
- Good knowledge of health care financial matters including insurance and related reimbursement systems;
- Thorough knowledge of office terminology, procedures and equipment;
- Thorough knowledge of business arithmetic and English;
- Strong ability to define priorities, establish good teamwork, and evaluate the work of others;
- Ability to analyze, prepare, format and present data in a variety of complex statistical reports;
- Possess strong leadership and supervisory skills;
- Ability to prepare and present ideas clearly and concisely, both orally and in writing;
- Ability to establish and maintain cooperative relations with the public and other governmental and private agencies;
- Ability to define priorities, establish good teamwork, and evaluate the work of others
- Ability to understand and carry out complex verbal and written instructions;
- Ability to perform close detailed work involving considerable visual effort and strain;
- Good judgment in solving complex problems;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

**PHYSICAL, MENTAL, AND ENVIRONMENTAL DEMANDS:** The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to keyboard, handle, or feel objects, manipulate tools, or controls, and reach with hands and arms. The employee is required to see, walk, talk and hear. The employee must occasionally lift and/or move up to 10 pounds. Due to extensive computer usage, the job requires considerable visual effort.

Vision abilities required by this job include close vision and the ability to adjust focus to a mid-range. The employee's physical and mental condition shall be commensurate with demands of the position, either with or without reasonable accommodation. Psychological demands are moderate for this position. Considerable interpersonal skills are necessary in order to create connections, obtain buy-in, cooperation with contract agencies, municipalities and throughout the organization. Internal contacts will be with department heads, deputies, unit heads, and administrative support staff across the departments and divisions of Health and Mental Health and will require professional collaboration on overlapping projects. External contacts are with professional associates, liaisons, community groups and involve the development of professional networks and the successful implementation of programs assigned. There is minimal exposure to patients or clients. The work requires minimal physical effort and the work environment provides minimal exposure to risk or disagreeable conditions.

Originally created 03/09/2018

B21.doc