**Supervisor:** Front Office Manager

**Job Summary:** Provides internal chart audits, encounter form reviews, assists with teaching providers/staff coding, and reporting results. Assist patients with checkout following appointments and accept payments from patients for current appointments or for applying to their accounts.

**Essential Duties and Responsibilities:**

* Review encounter forms for completeness and appropriate CPT and ICD-9 codes.
* Perform internal chart audits.
* Assist with training providers and staff on proper coding procedures.
* Create reports of audit findings under the direction of the CFO.
* Enter patient charges/diagnoses, verifying all charges have appropriate diagnoses. Accurately code all procedures and diagnoses using current ICD-9 and CPT coding manuals.
* Collect payments from patients (cash, check, credit card) for date of service and for payment on account, and provide receipts.
* Separate patient charges for Medicare/Medicaid based on FQHC/FFS criteria.
* Generate day sheet for payments and balance with cash drawer.
* Generate day sheet for charges and balance total from encounter forms to the day sheet.
* Generate “missing slip” list to identify encounter forms not returned, generate duplicates for physician completion, and void duplicate slip numbers.
* Initiate “release of record” requests as directed.
* Contact CATC, cabs, and rides to facilitate patients’ transportation needs.
* Identify patients in need of assistance and refer to Case Manager.
* Perform other duties as assigned by Supervisor.

**Qualification Requirements:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position routinely deals with sensitive and confidential information and documents requiring the utmost privacy and confidentiality.

**Education and Experience:** A high school diploma and a certificate for successful completion of a coding exam are required. Additional education and training is desirable with two years medical office experience and training.

**Work Record:**A demonstrated work record showing good attendance, punctuality, dependability and the ability to work well with supervisors and coworkers as part of a team effort.

**Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Must have the ability to write routine reports, correspondence, and to speak effectively to sales personnel and staff. Fluency in Spanish would be an asset.

**Mathematical Skills:** Must possess the ability to calculate figures and amounts such as sliding fees, discounts, interest, proportions and percentages. The ability to apply concepts of algebra, mathematical accuracy and attention to detail are essential skills for this position.

**Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Team Work:** Ability to work and interact effectively and positively with other staff members to build and enhance teamwork in the clinics and in the overall [CHC]. This position requires individual flexibility, initiative and the ability to handle several complex tasks at one time.

**Sensitivity to the Needs of Special Populations:** Ability to understand and respond appropriately, effectively and sensitively to special population groups served by [CHC]. Special population groups include those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, etc.

**Physical Demands:** The physical 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, handle papers, type and operate computer equipment; reach with hands and arms; talk, see and hear.

**Work Environment:** Work is performed in a typical clinic environment and periodically at locations outside the office. Some trips by automobile to other sites in [state] may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.