

# RUTHERFORD COUNTY, TENNESSEE

## CLASSIFICATION SPECIFICATION

**CLASSIFICATION TITLE:           MEDICAL COLLECTIONS COORDINATOR**

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### **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to coordinate billing and collection of fees for emergency medical services, ambulance services, or other fees/services. Duties and responsibilities include developing and implementing billing and collection practices, generating/distributing monthly statements, generating/submitted insurance claims, receiving payments, performing data entry, providing customer service, processing documentation, and maintaining records. Report to Administrative Supervisor II.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Provides direction, guidance, and assistance to accounts receivable staff, collections staff, or other assigned employees; conducts staff meetings and in-service training; coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work, inspects completed work, and troubleshoots problem situations.

Develops and implements practices associated with billing and collection of fees for departmental services; ensures that practices comply with applicable federal, state and local guidelines pertaining to insurance billing, reimbursement, and privacy.

Performs data entry functions by keying data into computer system; enters data pertaining to demographic information, medical information, financial information, and other pertinent information.

Assists in interviewing and hiring new employees in accounts receivable; instructs new employees and RCEMS professionals on Medicare acceptable documentation, laws, policies, and privacy regulations.

Generates monthly billing statements; reviews for accuracy; distributes to patients.

Generates insurance claim forms; submits to insurance carriers; re-files denied claims with additional information.

Receives remittances in payment of departmental services; records payments and issues receipts; prepares bank deposits; forwards or transports deposits as appropriate.

Reviews/analyzes payments and related documentation; researches partial or duplicate payments; submits additional information when applicable; processes refunds of duplicate payments.

Receives various correspondences from patients, insurance companies, employers, or other individuals/agencies regarding patient accounts; responds to correspondence and provides information as appropriate.

Reviews delinquent patient accounts; initiates forwarding of delinquent accounts to collection agencies.

Reviews bankruptcy notices and forwards to collection agency as appropriate.

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Maintains file system of medical records; prepares departmental files; responds to requests for copies of medical record documentation; adheres to legal guidelines pertaining to confidentiality of medical records, release of information, records retention timeframes, or other requirements.

Negotiates medical rates with local hospitals, attorneys, and insurance companies for various service fees.

Prepares or completes various forms, reports, correspondence, billing statements, insurance claims, liens, or other documents.

Receives various forms, reports, correspondence, payments, remittances, claim forms, insurance cards, laws, policies, procedures, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, or other software programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Maintains inventory of departmental supplies and forms; initiates orders for new or replacement materials.

Performs general/clerical tasks, which may include typing documents, making copies, sending/receiving faxes, filing documentation, distributing or processing incoming mail, or preparing outgoing mail.

Answers incoming telephone calls; provides information, guidance and assistance; records/relays messages or directs calls to appropriate personnel; retrieves messages from voice mail; returns calls as necessary.

Responds to complaints and questions related to billing, insurance, account balances, or related activities; provides information, researches problems, and initiates problem resolution.

Communicates with supervisor, employees, other departments, insurance companies, collection agencies, medical providers, attorneys, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Conducts in-service training for paramedics and other staff regarding obtaining patient information for billing purposes, privacy issues, and other related matters (e.g. laws).

Writes and maintains compliance programs in Medicare and privacy (HIPAA) policies/procedures.

Maintains confidentiality of departmental documentation and issues.

Maintains a comprehensive, current knowledge of requirements of applicable laws/regulations, particularly in Medicare issues; reads professional literature; attends workshops and training sessions as appropriate.

### **ADDITIONAL FUNCTIONS**

Conducts various errands as needed, which may include transporting documentation to and from the courthouse, transporting paychecks for distribution, transporting bank deposits, or other errands.

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Provides backup coverage for Communications Officers as needed; operates telephones, communications equipment, and emergency management computers associated with police, fire, and E-911 communications; receives/screens routine and emergency calls; categorizes and prioritizes calls; dispatches appropriate agency personnel to incident locations; maintains communications with all parties involved in emergency situations; monitors location of police units; assists emergency personnel in locating addresses; records information pertaining to calls/incidents in computer.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

High school diploma or GED; supplemented by college level course work or vocational training in office administration and personal computer operations; supplemented by three (3) years previous experience and/or training that includes medical/ambulance insurance claims processing, billing, collections, maintenance of medical records, public safety dispatching, office administration, customer service, and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Performance of Communications Officer duties and public safety dispatching tasks may require Emergency Medical Dispatcher certification, First Aid certification, and CPR certification. May require possession and maintenance of a valid Tennessee driver's license.

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Include exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

### PHYSICAL DEMANDS ANALYSIS

**1. STANDING AND WALKING**

**Estimated Total Hours:** 1.5 **Maximum Continuous Time:** 15 minutes

**2. SITTING**

**Estimated Total Hours:** 6.5 **Maximum Continuous Time:** 45 minutes

**3. LIFTING/CARRYING**

**Objects:** More frequent in the first quarter of the year

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X			
11-25 lbs				X	
26-50 lbs			X		
51-75 lbs				X	
76-100 lbs					X
>100 lbs					X

**4. PUSHING/PULLING**

**Objects:** as needed

**5. CLIMBING**

**Tasks:** retrieving items from top shelf in storage room

**Device:** Ladder

**Height:** 9 feet from ground

**Frequency:** Occasionally

**6. BENDING/SQUATTING/KNEELING**

**Tasks:** getting files

**Frequency:** daily

**7. REACHING**

**Hands Used:** RIGHT    LEFT    BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Down	Daily		<5lbs
21-36"	Down	Daily		<5lbs

**8. WORK CONDITIONS**

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	95 % of time
Outside	5 % of time

9. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Sweeping/Mopping		X
General Cleaning		X
Handling Trash		X
Reading Fine Print	X	

10. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		
Grasp	X		
Fine Motor i.e: writing, twisting hands or wrist, etc	X		

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

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Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date