

## **BILLING MANAGER**

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

This is an administrative position responsible for the supervision of the entire billing operation of the Department of Mental Hygiene. This person coordinates all insurance billing functions, Medicaid and Medicare functions and data processing functions concerning billing for the department. Work is performed under the general supervision of the Administrative Division Chief. Supervision is exercised over the work of support staff.

### **TYPICAL WORK ACTIVITIES:**

1. Supervises and coordinates across units the entire billing operation for the Department of Mental Hygiene;
2. Develops and implements systems for credit collections and cash collections;
3. Supervises accounts receivable record system for the department;
4. Coordinates electronic claims, transmittals, and remittance downloads with the Office of Information Technology;
5. Implements necessary changes in computer billing system, making sure changes conform to established time-lines;
6. Supervises the insurance billing of the department;
7. Coordinates with clinical staff in resolving issues of non-paying patients;
8. Monitors patient fees set by clinical staff to insure that they are in accordance with the Established fee schedule;
9. Serves on various departmental committees, such as the Billing Committee, recommending policy and procedure changes when necessary;
10. Does related work as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of billing and collection procedures; good knowledge of accounting principles and practices; good knowledge of Medicaid and Medicare rules and regulations; good knowledge of insurance company practices; good knowledge of various software packages; good knowledge of office terminology, procedures and equipment; good knowledge of business English and arithmetic; ability to understand and interpret a variety of health insurance plans and coverage provided by insurance companies; ability to learn and use an automated billing system; ability to supervise the work of others; ability to communicate effectively, both orally and in writing; ability to maintain records; tact; accuracy; physical condition commensurate with the demands of the position.

**BILLING MANAGER** (Cont'd)

**MINIMUM QUALIFICATIONS:**

- EITHER:     (A)     Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Business Administration, Accounting or a closely related field and two (2) years of clerical or technical work experience in maintaining financial records which shall have involved billing and/or collection work;
- OR:           (B)     Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Business Administration. Accounting or a closely related field and four (4) years of clerical or technical work experience in maintaining financial records which shall have involved billing and/or collection work;
- OR:           (C)     Graduation from high school or possession of a high school equivalency diploma and six (6) years of clerical or technical work experience in maintaining financial records which shall have involved billing and/or collection work;
- OR:           (D)     An equivalent combination of training and experience as indicated in (A), (B) and (C) above.

BS0220

ADOPTED: 01/01/88

REVISED: 07/01/91           08/01/08