

Lutheran Family Services Position Description

Position Title: Electronic Health Record Specialist

Paygrade: E

Effective Date: January 2012

Reports to: Accounts Receivable and
Billing Systems Manager

Appointed By: Accounts Receivable and
Billing Systems Manager

Region: Central Administration

Location: Omaha

FLSA Status: Non-Exempt Exempt

LFS Mission Statement:

Lutheran Family Services expresses God's love for all people by providing quality human care services that build and strengthen individual, family and community life.

LFS Values:

Respect all people, families and communities. The pursuit of excellence is achieved through the education of staff and the celebration of diversity, collaboration and change. Integrity, accountability and teamwork are values that guide our communication and work in a manner that upholds the Agency's reputation and Christian value base.

Job Purpose:

Responsible for accurate and thorough electronic health record (EHR) client account set up, billing systems functions, and business processes/ procedures for the assigned region, including financial verification, third party eligibility/benefits/authorizations, client account audits, ensuring payment of services, and coordination processes in the continuum of billing.

Essential Job Duties:

Billing Support Management

- Review the Client Registration and Intake information assuring data entered into the EHR is complete and accurate.
- Verify appropriate scheduling of clients to match provider credentials.
- Perform accurate set up and ongoing management of the EHR client account, including inputting payor and self pay records, benefits determination and insurance worksheet information, policyholder and statement documentation, and updating of client address information.
- Manage the service pre-authorization and service pre-planning process for assigned direct service providers and input the authorizations and services into the EHR.
- Ensure accurate and timely completion of local billing functions for the assigned region.
- Work in conjunction with CB Specialist to ensure accuracy of client accounts / statements
- Communicate with local office staff and providers regarding collection of client fees in coordination with agency fee policies.
- Work with EHR Lead to ensure services rendered are billed in a timely manner.
- Complete daily, weekly, monthly reporting as assigned by EHR Lead
- Maintain communication with EHR Lead regarding intake, registration, account set up to avoid potential billing errors
- Utilize financial reports and analyze reports for accuracy. Coordinate correction of client data with EHR Lead and Central Billing Specialist

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills, and abilities required of individuals so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties and responsibilities.

Interpersonal Relationships

- Develop and maintain positive working relationships with internal and external staff, clients, and providers.

Professionalism and Confidentiality

- Keep all client names, information and other Agency business confidential.
- Guard client confidentiality during phone contact and in handling of records.
- Insure that all office and record security procedures are followed.

Other

- Perform other related duties as assigned.

Job Requirements:

- High school diploma or GED required
- Minimum of 3 years of medical billing experience required, preferably in a Behavioral Health environment
- Minimum of 2 years of experience and expertise using billing software required
- Minimum of 2 years of experience and demonstrated proficiency using MS Office products and ability to operate PC and applications.
- Effective analytical, math, and problem solving skills.
- Must have excellent interpersonal, telephone, verbal and written communication skills
- Must have an excellent attention to detail
- Ability to handle confidential information and have good understanding of HIPAA regulations
- Regular and predictable attendance required
- Ability to travel for Agency business as needed.
- Commitment to the mission of Lutheran Family Services.

Hiring Manager Signature _____

Date _____

Employee Signature _____

Date _____

Director of Human Resources _____

Date _____

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