



Job Title: Medical Billing Specialist
Department: didg^wálič Wellness Center - Swinomish Development Authority

Summary:

The didg^wálič Wellness Center is looking for a highly dynamic Billing Specialist to come join an integrated care clinic that combines primary care, behavioral health, and opiate treatment under one roof. The Billing Specialist is responsible for submitting medical claims to insurance companies and payers such as Medicare and Medicaid. This position requires strong computer and business office skills, including critical thinking and the ability to produce and present detailed billing activity reports.

Essential Duties and Responsibilities of the Billing Specialist:

- Medical coding, charge entry, claims submissions, payment posting, accounts receivable follow-up.
- Analyze billing and claims for accuracy and completeness; submit claims to proper insurance entities and follow up on any issues.
- Maintains contacts with other departments to obtain and analyze additional patient information to document and process billings.
- Ensures that the activities of the billing operations are conducted in a manner that is consistent with overall department protocol, and are in compliance with Federal, State, and payer regulations, guidelines, and requirements.
- Keep up to date with carrier rule changes and distribute the information within the practice.
- Understands and remains updated with current coding and billing regulations and compliance requirements.
- Maintains a working knowledge of all health information management issues such as HIPAA and all health regulations.
- Check eligibility and benefit verification.
- Prepare, review, and transmit claims using billing software, including electronic and paper claim processing.
- Follow up on unpaid claims within standard billing cycle timeframe.
- Check each insurance payment for accuracy and compliance with contract discount.
- Call insurance companies regarding any discrepancy in payments as necessary.
- Identify and bill secondary or tertiary insurances.
- Research and appeal denied claims.
- Answer all patient or insurance telephone inquiries pertaining to assigned accounts.
- Effective communication abilities for phone contacts with insurance payers to resolve issues.



- Customer service skills for interacting with patients regarding medical claims and payments, including communicating with patients of diverse ages and backgrounds.
- Able to work in a team environment.
- Problem-solving skills to research and resolve discrepancies, denials, appeals, collections.
- Other duties as assigned by the Program Director.

Education and Experience:

- High school diploma/GED required.
- Minimum of 2 years' experience as a certified coder.
- Certified Navigator/Tribal Assister preferred.
- Certified billing a coding experience preferred.
- Possess a valid Washington State Driver's license and meet eligibility requirements for tribal insurance.

Required Knowledge, Skills and Abilities:

- Thorough understanding of medical billing, collections and payment posting, revenue cycle, third party payers, Medicare, strong knowledge of Washington and Federal payer regulations.
- Possess excellent negotiation skills, including the tact required for securing payment or discussing patient's finances, and enjoy working in a health care setting.
- Ability to work in a cross-culture environment, understands the social and cultural context of the patients at the didg^wálič Wellness Center. Understands the role of trauma, historical, community, family, and personal experience in wellness and recovery.
- Ability to multi-task and work courteously and respectfully with fellow employees, clients and patients.
- Understands and adheres to state (RCW, WAC) and federal confidentiality regulations (42 CFR part 2). Applicants must conduct self ethically and professionally at all times.
- Must possess strong computer and software skills (MS Office products and customer database systems).
- Must pass extensive criminal background check, pre-employment drug and COVID-19 screen and provide proof of COVID-19 vaccination.