



Lead Billing Coordinator

CRCC Mission and Values

CRCC is a local non-profit organization that has served the special health and education needs of Omaha children since 1990. We offer innovative care and education for children of all abilities to grow together, develop life-long skills, and reach their fullest potential. We value Quality Care for Children, Family Involvement, and Staff Excellence. Our work environment is energetic and team-oriented.

We have been operating with COVID mitigation methods in place so we can provide fulfilling work in a safe environment. **Join our team today!**

The Lead Billing Coordinator is responsible for managing the Billing Team and all related billing functions.

Knowledge and Abilities:

- Associate's degree in healthcare billing, administration, or related fields preferred.
- 5+ years of Healthcare Billing experience is required.
- 1+ year Supervisory experience is required.
- 2+ years of Outpatient Therapy Billing is required.
- HIPAA knowledge and understanding of rules and regulations is required.
- Knowledge of CMS Guidelines regarding electronic billing and the data set for filing is required.
- Skills to develop and maintain effective working relationships with clients, families, co-workers, and community partners.
- Knowledge of business and billing protocols related to billing individual and group services, preparation and submission of 3rd party payer claims, collections, and follow-up.
- Working knowledge of various software packages and experience with MS Excel.
- Ability to stay calm and poised in all situations.
- Ability to communicate ideas clearly and comprehensively both orally and in writing.
- Ability to prioritize, multi-task and take direction from others.
- Ability to work effectively in a team environment.
- Ability to meet agency's conditions of employment regarding health status and clearance with the Nebraska Child Abuse/Neglect Central Registry and/or Adult Abuse/Neglect Registry and the Nebraska State Patrol.

Essential Functions/Responsibilities:

- Implement and monitor all policies and procedures related to billing.
- Provides guidance to the team in issue resolutions.
- Reviews and analyzes various reports on billing performance and revenue adjustments.
- Develops and implements policies and procedures are needed to improve efficiencies.
- Ensures proper coordination with other Departments to ascertain proper documentation is received for use in billing. Confirms all authorizations are up to date and accurate to maximize billing. Contacts Client Care Coordinator, or Caseworker to update authorization prior to submitting billing if inaccurate.
- Submits claims using preferred billing methods of payers for all services company directly bills for, while adhering to specific guidelines for each.

- Ensures that timely follow-up is being performed for all unpaid claims with insurance companies, state agencies and patients. Submits appeals on denied claims in a timely fashion and within required time limits.
- Oversees posting of all payment information, resolving denials and/or non-payments, and re-filing after correction(s) has been made.
- Helps to work proactively with clients to establish payment plans.
- Reviews outstanding and aged A/R with team each month to assist with any new or ongoing issues for claims payment. If needed will help to follow up on issues or claim payments.
- Works with team members on collections and 3rd party agency.
- Stays current regarding electronic billing and web-based claims information technology used by payers to maximize efficiency and maintains compliance with payer policies.
- Maintains thorough documentation on all client records and provides timely and accurate reports on billing activities to leadership as required.

Professional Attributes:

- Consistently applies and promotes CRCC's policies and procedures and Guiding Principles.
- Conducts self in a professional manner, working to solve problems and find ways to improve upon ones' duties and the efficiencies of the organization.
- Possesses understanding, patience, and flexibility in dealing with insurance companies, families, business partners, and staff.
- Willingly accepts guidance and respects input of others.
- Embraces and pursues professional development opportunities, and encourages the same in staff.
- Fields concerns of others in a calm, professional manner.
- Maintains confidentiality regarding all information.
- Strives to maintain harmonious relationships and communication with all staff members.
- Performs duties without need of continuous supervision and carry them out within a reasonable timeframe.
- Adheres to daily work schedule.

Benefits

CRCC offers an Excellent Benefit Package for full-time associates.

- Health insurance
- Dental insurance
- Vision insurance
- CRCC-paid short & long term disability and life insurance
- PTO and Holiday pay
- 401k with match

CRCC, Children's Respite Care Center, is an Equal Opportunity Employer M/F/D/V

To learn more about CRCC, visit us online at: <http://www.crccomaha.org>.

Qualified applicants may apply through Careerlink or online at: <https://crrcomaha.org/about/careers.html>.