



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 families 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. **Come join our team!**

The Lead Billing Coordinator is responsible for accurate invoicing, claims submission and collections, effectively managing the Billing Team, while providing excellent customer service both internally and externally.

Essential Functions/Responsibilities:

- Monitors implementation of policies and procedures related to billing.
- Supervises strategic actions for Billing accuracy and efficiency.
- Provides guidance to the team in issue resolutions.
- Monitors and evaluates staff performance and maintain harmonious relationship among the staff.
- Reviews and approves team adjustments weekly/monthly.
- Reviews and analyzes various reports on billing performance and revenue adjustments.
- Reviews and establishes or recommends changes to policies and procedures as a result of change in priorities or requirements.
- 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 payors for all services company directly bills for while adhering to specific guidelines for each.
- Ensures that follow-up is being performed regularly on all unpaid claims with insurance companies, state agencies and patients to learn of status of claims. Submits appeals on denied claims in a timely fashion and well within required time limits.
- Oversees and/or initiates accurate and timely posting of all payment information, resolving denials and/or non-payments, and re-filing after correction(s) has been made.
- Approves payment plans made for self-pay balances after reviewing with Director of Finance.
- Works proactively with clients to establish payment plans when unable to pay full balance in a timely manner.
- Reviews outstanding and aged A/R's >30 with team each month and put tracers on or look up claims online. Team will initiate follow-up and collection measures immediately.
- Updates Director of Finance weekly on any outstanding A/R's, delinquent accounts or unusual denials, and reviews plan of action.
- Works with team members on collections and 3rd party agency.
- Stays abreast of electronic billing and web-based claims information technology used by payors to maximize efficiency and stay in compliance with payor expectations and policies.
- Maintains thorough documentation on all client records and provide 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 insurances, referring workers, children, parents, consumers and staff members.
- Willingly accepts guidance and respects input of others.
- Recognizes own professional growth needs and pursues professional development opportunities.
- Fields concerns of others in a calm, professional manner. Monitors follow-up to ensure issue(s) are adequately resolved.
- Maintains confidentiality with all information on children and families.
- Represents the organization by attending outside events supporting CRCC, and participates in marketing and outreach efforts.
- Accepts other duties as assigned.
- Adheres to daily work schedule.
- 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.
- Demonstrates pride in work and the business by practicing good grooming and wearing appropriate attire.

Knowledge and Abilities:

- Associate's degree in healthcare billing, administration, or related field preferred.
- 3+ years of Healthcare Billing required.
- 1+ year Supervisory experience is required.
- Ability to establish rapport and communicate effectively.
- 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 payor claims, collections, and follow-up.
- Working knowledge of computers and various software packages, and experience with MS Excel spreadsheets.
- Ability to stay calm and poised in challenging situations.
- Ability to communicate ideas in a clear and comprehensive manner 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.

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://crccomaha.org/about/careers.html>.