Robert’s House is recruiting a Financial Assistant as a Billing/Posting and Medical Records Audit Clerk. They perform validation (clinical/coding) reviews of Roberta’s House Behavioral Health clinical records and assist the Director of Finance with financial-related administrative tasks. The position involves conducting audits of medical records and assisting in billing to ensure the clinical information within the medical history is accurate and compliant. In addition, the auditor will determine the accuracy and completeness of each reviewed Behavioral Health Program record by industry-standard protocols. This review process involves accessing medical records, accurately documenting findings, and providing policy/regulatory support for determination.

MAJOR DUTIES AND RESPONSIBILITIES

- Setting up electronic clients and related insurance files
- Verify outpatient mental health insurance benefit eligibility and communicate client cost share to providers and clients, if applicable
- Assist the Director of Finance with accounts receivable and administrative tasks
- Experience in using case management databases or service file management
- Issue accounts payable, receive and record charges
- Follow up on insurance denials to capture 100% of all insurance payments due
- Entering accurate information input in the Center’s PENEOPE database
- Producing required weekly reports.
- Respond promptly to questions or requests for information from the clinician team, RH leadership, clients, and insurers. Other tasks/functions as may be assigned. The work is performed in the office.
- Knowledge of HIPPA and COMAR
- Perform audits of clinical record documentation to determine the accuracy of principal and secondary diagnoses and procedure codes
- Determine adherence to case management official coding guidelines, coding designation, and regulatory guidelines
- Knowledge or ability to learn and use QuickBooks or organizational financial software
- Utilize Penelope to access client files of the Behavioral Health records with a high level of proficiency to document audit determinations and rationale.
- Perform record scanning of medical records and make queries with the clinicians when necessary to validate diagnoses and proper code selection
- Validate diagnosis codes for chronic/primary mental health conditions captured and submitted appropriately for reimbursement
- Act as a resource for RHI in coding, including interpretation and dissemination of Centers for Medicare and Medicaid (CMM) updates
- Ability to communicate effectively with clinicians, leadership, and other team members
- Demonstrate strong skill in the use of EXCEL spreadsheets and the ability to learn and use a data management system
- Work effectively in a multi-disciplinary environment with mental health partners and other agencies working with the victim(s) and family members
- Develop billing and coding standard operating procedures (SOP) and prepare various requested reports
- Possesses strong communication skills and knowledge of Microsoft Office 365 products.

QUALIFICATIONS/EDUCATION

Associate degree or high school diploma or GED

At least two years of administrative experience in processing and auditing medical or healthcare insurance/claims

Mathematical and accounting skills

Excellent communication skills in dealing with medical insurance companies and explaining financial matters to patients and staff

Above-average organizational skills to locate files or patient records speedily and attention to detail to maintain patient records proficiently and to ensure the accounts have been entered accurately.

GENERAL REQUIREMENTS

- A driver's license and a private vehicle are required.
- Successful completion of a background investigation
- Must complete successful background inquiry, which may be required annually or as requested
- Ability to regularly work in an office environment or remotely perform work as scheduled
- Ability to have prolonged periods sitting at a desk and working on a computer or
- Ability to work in extreme temperatures during agency-sponsored events
- Valid driver's license and use of reliable transportation
- Must be able to lift 10 pounds
- Travel required (10% or less) outside of the commuting area

Roberta's House is an equal opportunity employer regardless of race, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, orientation, or other classification protected under the law.