



Title: Credentialing Specialist / Biller

Job Type: Part-time, Non-Exempt

Description: This position acts as a liaison between Company's clients and the payers, making sure that all accounts are credentialed and/or set up correctly with payers so that claims process correctly. This department has a key role in onboarding new accounts, and its processes are critical to the success of all accounts. This position also includes billing work.

Essential Functions:

- Takes major lead in onboarding new accounts
 - Pays close attention to New Provider Onboarding tracker; accepts meetings with new clients to discuss their setups with payers
 - Ensures that credentialing, contracting, and demographics work for new accounts is progressing in a timely manner
- Becomes proficient in credentialing, contracting and demographics processes
 - Ensures that providers are credentialed in as efficient a manner as possible; suggests improvement to protocols as needed
 - Works to facilitate effective communication with providers to obtain information needed for credentialing, contracting and demographics
 - Applies for new contracts as requested by providers; reviews existing contracts and suggests changes as needed
 - Attempts contract renegotiations for providers with existing contracts that are outdated or have poor fee schedules
 - Ensures that proper customer service is given to all accounts in a timely manner and that department tasks do not fall through the cracks; provides clients with regular updates on work being performed
 - Protects provider specific information in strictest confidence
- Utilizes Modio Health Software
 - Stays current with updates to Modio
 - Utilizes the software as much as possible to prevent human error and optimize efficiency/communication with payers
- Accepts billing assignments as schedule permits
 - Submits accurate electronic claims to payers
 - Posts ERAs/EOBs in a timely manner; reconciles patient accounts
 - Provides guidance to providers and patients as needed to navigate the billing process
 - Communicates effectively with other Larsen staff to make sure account is running smoothly
- Effectively communicates with leadership all concerns regarding workload and the ability to complete work

- Asks for help when overwhelmed
- Makes sure the schedule and assigned workload is reasonable
- Informs leadership when tasks fall behind by more than 5 days from department protocols, so that help can be assigned before the situation worsens
- Is extremely transparent with leadership about all concerns so that issues can be addressed quickly

Knowledge and Skills:

- Two+ years' experience in contracting and credentialing work with payers
- Two+ years' experience in medical billing and/or coding
- Familiarity and adherence to HIPAA laws and privacy practices
- Excellent written and verbal communication skills with the ability to effectively communicate and establish collaborative relationships with clients, LBS staff, and insurance companies
- Experience with Modio Health software is preferred
- PECOS experience
- Experience with Microsoft Office products
- Knowledge of ICD-10, CPT, and HCPCS codes
- High level of professional communication; written and verbal
- Typing 60+ words per minute with high accuracy
- High level of ethics and integrity in all areas
- Able to prioritize work and meet deadlines
- Able to establish relationships with multi-levels of staff appropriately
- Flexibility to work in an extremely fast paced and dynamic environment
- Ability to work independently and within a team
- Strong organizational skills and attention to detail

Schedule/Availability:

- 30-35 hours per week
- Available during reasonable daytime hours to answer staff questions and contact payers

Work Environment:

While performing the duties of this job, the employee regularly works in an employee provided in-home office setting. This role routinely uses standard office equipment such as computers, phones, printers, scanners and filing cabinets; all of which are provided by the employee.

Other Duties:

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this position. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position. All positions at Larsen Billing Service are subject to duties as assigned by upper management, additional work hours as necessary, and subject to change.

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