



JOB DESCRIPTION

Updated 10.22.2015

Job Title: Billing Specialist

Status: Non-Exempt

About The Company

Bennett Medical Services is one of the area's largest family-owned and operated home medical equipment companies. You'll find that working for us isn't like working for a national company – our family takes pride in the service we offer the community, and our mission is to support the right of every patient and employee to be treated with dignity and respect.

For over 20 years we've maintained our commitment to superior patient care, and we are excited to be offering this position to people who share our dedication. To learn more, please visit our website at www.bennettmedical.com.

Job Overview

Our Billing Representatives are some of the best in the industry. Billing insurances for durable medical equipment is challenging, and we've built teams of experts across each of our insurance divisions. They are accurate, knowledgeable and professional. They are responsible for every dollar that comes into the company.

We believe that billers should own their accounts from start to finish. They are responsible for sending their patients' first claims, for keeping their accounts in compliance with insurance requirements, and for making sure that their patients don't end up with unnecessary expenses. When a patient calls because their insurance is denying coverage, it's our billers who work with them to solve the problem.

We hold our billing staff to a very high standard. They are measured on volume of dollars billed, denial rate, and write-off percentage. People who work smart and work hard are recognized, and people who don't carry their weight are given all the training and tools they need to succeed, but are never allowed to be a drain on the productivity of the team. Our billing team has fun, but they work hard at the same time.

Essential Functions

- Represents the Bennett Medical family and brand with professionalism at all times
- Generates accurate insurance claims for our equipment and services
- Monitors set of owned accounts and keeps them in compliance with insurance requirements by working with patients and physicians
- Answers patients' billing questions and troubleshoots their issues with courtesy and understanding

- Works well with the team to undertake special projects as needed
- Performs other duties as assigned by management

Qualifications (Education, Training and Experience)

- High school graduate required, some college preferred
- Customer service experience preferred
- Medical industry experience a plus
- Outstanding communication skills, both verbally and in writing
- Patient-oriented attitude, empathetic, and has a genuine desire to help others
- Proficiency with computers, email, MS Office required

A standard background check and pre-employment drug screen is conducted on applicants for this position.

Physical Demands and Environment

- Light work with infrequent lifting of up to 15 pounds of force to lift, push or pull
- Walking throughout the day, with maximum sustained duration of up 30 minutes on tile, carpet and other surfaces
- Frequent standing, with sustained periods of up to 2 hour on tile, carpet, and other surfaces
- Frequent sitting, with sustained periods of up to 3 hour, and frequent reaching with arms at low, waist, and high levels
- Frequent grasping of both hands for transfers and repositioning, requiring normal grip strength based on national averages
- Frequent stooping, bending, and twisting are required for presentations
- Ordinary hearing and speaking skills