

Job Title: Billing Specialist

Reports To: Controller/Director of Finance

About CLARE|MATRIX:

CLARE|MATRIX is a nonprofit organization providing effective and compassionate treatment, recovery, and prevention services for alcoholism and substance abuse to individuals, families, and the community.

Since 1970 CLARE|MATRIX has provided quality substance abuse and mental health treatment to men, women, and children in southern California.

Through programs run by a compassionate, committed, results-oriented team of counselors, therapists, and administrators, CLARE|MATRIX continues to build its reputation as a leader in Evidence-Based Treatment practices and continues to break new ground in the areas of positive outcomes, outreach, research, and community involvement.

Headquartered in Santa Monica, CA, CLARE|MATRIX maintains 18 facilities in the Southern California region; providing services to participants in a manner consistent with its Core Values: Compassion, Teamwork, Integrity, Empowerment and Adaptability.

Summary:

CLARE|MATRIX seeks and experienced Billing Specialist, who is familiar with insurance companies, Local (SAPC, DMH, etc), State, and Federal contracts; Medicare and Medicaid. She/he must be familiar with filing insurance claims on behalf of clients and working with clients and their families on payment plans and other arrangements. She/he must also have compassion and naturally be helpful; willing to work a problem to its successful conclusion.

Major Areas of Responsibility:

- Submit reimbursement requests to payor sources.
- Process insurance claims for private and employer insurance reimbursement
- Work with clients to develop self-pay arrangements and payment plans
- Enter charges accurately and expeditiously to ensure proper records handling and fast payment responses.
- Process and follow up on payer denials, consulting with the client and/or his or her family as needed
- Post payments in a timely manner.
- Verify accuracy of program billing submissions.
- Initiate private pay collections after insurance cancellation, denial or other issue
- Research and resolve client billing problems or issues
- Assist clients and their families with financial solutions
- Document payment records and issues as they occur

Knowledge, Experience & Skills:

- Experience with medical billing and coding, preferably in a skilled healthcare environment
- Excellent customer service skills and phone manner
- Ability to manage stress in a fast-paced environment
- Strong knowledge of Medicare and Medicaid practices

Education:

- High school diploma/GED required (College degree preferred)

Physical Demands:

While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision.

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

Work Environment:

This job will be primarily located at the CLARE|MATRIX offices, in Santa Monica, CA. While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

Conclusion:

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 job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

By my signature, I acknowledge that I have received and reviewed a copy of this job description:

Employee Signature

Date

COMPASSION – TEAMWORK – INTEGRITY – EMPOWERMENT - ADAPTABILITY

CLARE|MATRIX is an equal opportunity/affirmative action employer. CLARE|MATRIX does not discriminate because of gender, sexual orientation, race, religion, age or physical, mental or sensory challenges. No qualified applicant will be denied employment sole on the basis of having or not having a prior history of alcoholism or other drug addiction.