

# JOB DESCRIPTION

*This job description is a summary of the typical job duties and requirements that are essential to the evaluation of the job and is not intended to be complete in detail. On occasion, individuals classified on this job may be required to perform functions of a higher or lower skill level not included in this job description.*

<b>Job Title:</b> Billing Clerk Supervisor		<b>Date:</b> June 18, 2009	
<b>Cost Center #:</b> 217010	<b>Cost Center Name:</b> OR Administration	<b>Reports to (first level):</b> OR Administrator	<b>2<sup>nd</sup> level of Supervision:</b> Hospital Director

**1. JOB SUMMARY & SCOPE:**

Supervise, monitor and solve issues related to Operating Room (OR) Billing Clerks duties. Ensure accuracy in billing patients. Carry out a variety of billing activities and administrative tasks in the OR including controlling, charging items and analyzing patients' bills. Report and assist in solving discrepancy problems. Administrative operations of surgeries on the Operating Room On-line Scheduling System (OROSS). Review requests to be entered on I-Procurement. Keep records, patient files and assist in retrieving and preparing reports. Work on data bases of various projects and monthly reports. Organize & assign the schedule of billing clerks. Monitor the filing system, and other miscellaneous activities.

Support the mission and vision of the American University of Beirut Medical Center and that of the department.

**2. JOB COMPETENCY PROFILE:**

- **Client Focus:** Build positive client relations
  - Reception of requests and inquiries from all OR medical, other department staff, external customers, respond to, with a positive attitude and approach in dealing with internal and external contacts
- **Accountability:** Independently complete routine task
  - Perform assigned tasks according to established procedures set by the OR administration
  - Completed assignments are continuously checked by OR Administrator
- **Organizational Awareness:** Understand formal structure of AUBMC and contribute to internal policies and procedures
  - Ensure billing clerks activities are performed in compliance with AUBMC policies and procedures as well as according to internal audit guidelines
  - Assist in the development and implementation of administrative policies and procedures related to OR Schedule to ensure safe operation of OROSS
- **Initiative:** Address imminent issues (opportunities or problems)
  - Recommend new/improved techniques to improve the billing system in OR and ensure better job performance
  - Monitor any mistake of preference cards done by billing clerk. Take corrective action and mentor the billing clerk
- **Communication skills:** Listen to others and respond in an effective manner that fosters two-way communication
  - Communicate and maintain liaison with Anesthesiologists, Surgeons, Nursing, Residents, OR stores, HCIR, OR billing clerks, main billing department and other related departments to communicate schedule changes and room status
- **Safety and Health Management:** Understand & comply with health & safety policies & procedures
  - Observe safety rules and regulations

- **Problem Solving:** Creative thinking in making decisions and solving problems involving varied levels of complexity, ambiguity and risk
  - Coordinate between Anesthesiologists, Surgeons, Nursing, Residents, OR stores, HCIR, OR billing clerks, main billing department and other related departments to clarify ambiguities or errors in charging and billing
  - Identify problem areas, report and assist in solving any discrepancy
  - Do the preliminary investigation in case of any discrepancy. Investigate with the different parties involved, analyze the different decisions and documents, make the proper decision in agreement with concerned parties or direct supervisor and apply the solution
  - Investigate and answer all insurance companies' requests. Approve and sign on the request for insurance companies then forward to
  - Try to solve issues related to OROSS and raised by concerned parties. Report directly to OR Administrator any problem faced with OROSS
  - Solve problematic issues on I-Procurement
- **Planning and Organizing:** Plan and coordinate own work with the work of others to maximize efficiency and productivity
  - Set priorities with an appropriate sense of what is most important and plans with an appropriate and realistic sense of the time demand involved
  - Control all tasks are done in a timely manner
  - Meet deadlines set by the OR Administrator
  - Assist and follow up on various pending issues related to OROSS
  - Close coordination with IT department to improve the OROSS software. Prepare requests and follow up the programming
  - Answer telephone calls and take messages
  - Perform photocopying
- **Information and Records Administration:** Process and update information systems
  - Following investigation, issue addition of code for new items used. Issue change of price after approval of all parties involved. Update the billing system. Issue change of description to update the billing system.
  - Control, approve and sign on addition of code, change in price and the change of description
  - Receive and deliver selected OR consignment and loan sets devices items according to policies and procedures set. Ensure that all goods received are returned back and are made against requisitions and that no item or set leave the OR without appropriate documentation and signature
  - Issue preference cards using experienced knowledge of codes and medical terminology in collaboration with Nursing when needed
  - Check the compliance between the hard copy of the "OR chargeable items by patient" that is returned by the nurse and the soft copy generated automatically on the system from the OR Stores
  - Prepare the final Schedule in OR and the schedule for the next day. Edit and send the OR schedule to the concerned departments. Prepare the daily Cancelled and Delayed Reports. Check them when done by Billing Clerks.
  - Retrieve reports from the OROSS related to the monthly report
  - File important documents as patient bills and related documentation
  - Monitor the filing system to ensure that all documents are well organized according to JCI and MOH standards and can be retrieved rapidly once needed
  - Compile all related documents and signatures

- **Team Skills:** Teamwork/Collaboration
  - Proactively share information with team members concerning pending issues that need follow up
  - Assist OR Administrator various projects to improve the image of OR Administration
  - Assist the various surgical teams or their secretaries in booking cases on OROSS
- **Human Resources Management:** Ability to supervise staff
  - Control and supervise all Billing Clerk duties
  - Set goals of OR Billing Clerk with the OR Administrator to monitor performance against these objectives
  - Monitor the overall activities of the team and allocate shifts for week-ends and holidays, vacations and sick leave
- **Financial Management:** Implement financial controls
  - Control of charges to bill the patient accurately and in a timely manner
  - Reconcile charges on patient account between Nursing and OR Stores documents. Solve any discrepancy or raised issue
  - Add all charges for items not in OR Stores
  - Finalize the bill to discharge the patient
  - Review and follow up on requests to be entered on I-Procurement to pay the various suppliers correctly and in a timely manner
- **Attention to detail:** Achieve thoroughness and accuracy when accomplishing a task
  - Ensure that all bills are 100% accurate
  - Audit all supply documents to ensure accuracy
  - Spot checking on documents and signatures as well as bills on a daily basis
- **Computer Skills:** Using AUBMC computers and related applications to convey and retrieve information in databases
  - Familiarity and use of various Microsoft applications including Windows, Word, Excel, PowerPoint, AS400, OROSS and SMS billing system
  - Organize the allocation of lockers to Anesthesiologists, Surgeons, Nursing, residents, visitors, students and other related departments and update the locker database
  - Enter all OR requests (Consignment items, Instruments, Minor Equipment, Major Equipment and non-chargeable items on Oracle system) on I-Procurement
- **Professionalism:** Demonstrate positive professional image

### 3. KNOWLEDGE:

- Legible about NSSF codes
- Knowledgeable in medical terminology and coding
- Ability to deal with numbers

### 4. PRINCIPLE WORKING RELATIONSHIPS:

- Close contact Anesthesiologists, Surgeons, Nursing, Residents, OR stores, HCIR, OR billing clerks, main billing department and other related departments to clarify ambiguities or errors.

### 5. CONSEQUENCES OF ACTIONS OR DECISIONS:

- Inaccuracy in carrying out work may result in significant discrepancies in patient bills and the charging system, and may lead to chaos in the OR Schedule

### 6. SUPERVISORY RESPONSIBILITY:

- Supervise the work of Billing Clerks

**7. PHYSICAL EFFORT:**

- Minimal physical effort

**8. WORKING CONDITIONS:**

- Clean and pleasant
- Require ability to work on shift basis, day, evening and night duty and during weekends and holidays

**9. MINIMUM JOB REQUIREMENTS:**

**Education:**

*Minimum Education:* Bachelor's Degree in related field

*Preferred Education:*

Field of Expertise: Business or Healthcare environment

**Experience:**

*Minimum Experience:* 5 years of experience in billing in a healthcare setting and administration

*Preferred Experience:*

**Languages:**

*Minimum Languages:* Arabic and English (IET score  $\geq$  500)

<b>Compiled By:</b> HR Generalist  <b>Date:</b> June 18, 2009	<b>Approved by (Dep Hd, Chairman):</b>   <b>Date:</b>
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<b>HR Director's Authorization:</b>   <b>Date:</b>
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<b>Supersedes Description:</b>  <b>Title:</b>  <b>Grade:</b>  <b>Date:</b>	<b>Job Code:</b>  <b>Job Grade: 10</b>  <b>Date:</b>
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