



BILLING SPECIALIST JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) is a multi-site, Federally Qualified Health Center (FQHC) serving Santa Cruz County residents. SCCH began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, more than 50 years later, we serve that same mission at our three clinic sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the Live Oak Health Center serving everyone; and the Santa Cruz Mountain Health Center providing appropriate and expanded access to care for our patients in the San Lorenzo Valley.

Driven by our commitment to health care as a human right, SCCH is a leading non-profit provider offering comprehensive health services to our patients, regardless of their ability to pay. We have been recognized in the community as a leader in delivering high-quality, innovative care, and we are active in local, state, and national advocacy work that empowers our patients and community to be healthy, happy, and successful.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff work as a team to fulfill our mission so that all our patients have access to quality, whole-person health care.

POSITION SUMMARY:

Billers are responsible for performing billing and collections duties within established timelines. Responsibilities include performing daily billing department functions including claim creation and submission; payment posting; accurate data collection and entry; intra-clinic communication; and customer service. Billers are expected to demonstrate exceptional patient relations, organizational, and time management skills.

Classification: Full-time, Hourly, Non-Exempt

Location: Administration

Reports to: Billing & Collections Manager

Hours: 8:00AM-5:00PM

Language: Bilingual English/Spanish Preferred

Pay Range: \$32.36-\$40.85 per hour, DOE + \$0.50 Spanish Bilingual Differential

CORE JOB RESPONSIBILITIES :

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO :

- Maintain the compliance of the Billing Department with health center practices and local, state, and federal regulations
- Effectively using our electronic health records system

- Preparing and sending electronic third-party billing and perform posting charges and completion of claims to payers in a timely manner
- Review medical procedures as documented by providers
- Coordinate insurance reimbursement of care providers
- Resolve claim denials to ensure maximum reimbursement for services provided
- Track billing and monitor all collections
- Acts as a liaison between the facility and payment parties
- Compile and track outstanding balances owed to the health centers
- Maintain payment records of all patients
- Make payment arrangements and collect on past due accounts
- Negotiating sliding-scale fee payments
- Explaining agency billing policies to staff and patients
- Liaise between collection agencies, medical facilities, and courts
- Provide patient-centered customer service
- Anticipate patients' needs and deliver services and respond to patients in a timely, accurate, and friendly manner
- Advocate for care that best serves the patient
- Assist to meet or exceed Billing Department goals as established by the Revenue Cycle Director

GENERAL JOB PERFORMANCE STANDARDS:

KNOWLEDGE OF WORK - Posses and utilizes knowledge of the job which is essential to perform the specific functions and related work.

QUANTITY OF WORK - Accomplishes an appropriate volume of satisfactory work under normal conditions. Ability to produce results.

QUALITY OF WORK - Consistently demonstrates accuracy, thoroughness, neatness and dependability to produce work within acceptable standards.

TIMELINESS - Completes assignments on or ahead of schedule.

ABILITY TO LEARN NEW DUTIES - Interprets, learns and responds to instructions for new situations, procedures or methods.

JUDGEMENT AND COMMON SENSE - Decisions/actions are sound, including safety awareness.

COOPERATION - Willing to work with others toward common goals.

COMMUNICATIONS - Demonstrates relevance and clarity of written and oral expression. Effectiveness in exchanging ideas and information.

INITIATIVE - Ability to originate, develop or create new ideas or take steps to get things done.

PROBLEM SOLVING - Identifies and evaluates alternate solutions and selection of the most appropriate course of action.

ATTENDANCE AND PUNCTUALITY - Shows daily ability to be at work at scheduled time, including being prepared to work on time after breaks, meal periods, and other authorized absences from work.

**QUALIFICATIONS:****Minimum Requirements:**

- Two Years of recent medical billing experience in a physicians office or clinic setting
- Proficiency in Epic (Resolute) EHR System
- Strong Knowledge of medical terminology, CPT (Current Procedural Terminology) and ICD-10 Codes

Preferred Qualifications:

- Bilingual English/Spanish
- Certified Procedural Coder includes CCS, CPC-H, CPC Certification, or documented evidence of continued coding education
- Experience working in FQHC and Community Health Environments
- Experience with Medi-Cal, Medicare, State programs and private insurance

BENEFITS THAT SUPPORT YOU:

We offer a competitive and comprehensive benefits package to support employee well-being and work-life balance. Benefits are available to employees working 20 or more hours per week, and include:

- Employer-subsidized medical, dental, vision, and life insurance
- Optional coverage: pet insurance and other supplemental plans
- Coverage begins the first of the month after 30 days of employment
- Paid time off and holidays starting on day one
- 401(k) plan with 2% automatic enrollment and 2% employer match
- Wellness reimbursement and telecommuting stipend (as applicable)
- License and certification fee reimbursement (as applicable)

Internal Staff: Internal staff who transition into this position will retain their current benefits, tenure, PTO accruals, and retirement matching as applicable, with no lapse in coverage

Santa Cruz Community Health is an Equal Opportunity Employer (W/M/V/D).