

## **PRINCIPAL SUPPORT SERVICES ASSOCIATE**

**JOB TITLE:** Principal Support Services Associate

**GRADE:** 11

**JOB CODE:** 2902

**DATE:** 11/8/95

**GENERAL FUNCTION:** Under general direction has responsibility for registering patients according to agency and program policy, entering vital and medical information related to the patient in the computer, collection of fees for services, reconciling fees against services rendered, and prepares bills and auditing fees received. The incumbent in this position would have a thorough knowledge of the billing process and would be able to intervene at any step to reconcile services and fees, generate bills for denied services, services rendered, processing and transmitting bills to third party payers, receiving payment and accounting for these payments according to standards.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Interview patient to ensure completeness and accuracy of information. Respond as appropriate to questions raised by patient.

Maintain patient record. Check medical record for signatures, dates, permission forms, and other pertinent information. Update record as necessary upon follow-up visit. File laboratory reports in medical record. procedures and coding Check coding of service rendered as appropriate.

Enter information on services rendered into the computer according to medical record manual and service manual. (Appropriate for P.E.F., WIC, Home Health, Environmental, and C.H.C.)

Data entry of all revenues received into the automated billing system (within 5 working days of receipt).

Monitor and report uncollectible account receivables.

Review and implement corrective action on billing information by use of the pre-billing register.

Document and maintain historical corrections in the automated billing system.

Conduct data entry of medical information needed on the 485, 486 and 487, and the HHS-1 for physicians' orders and third party payor billing requirements.

Collect fee from patient, if able to pay; issue receipt, and enter into computer.

Check to make sure all service documents have been completed and returned.

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Reconcile previous days services with fees obtained from computer/manual reports and correct as necessary.

Retrieve from computer select reports to generate bill for patient, third party payor, license fees for environmental program. Send bill to client/patient.

Enter payment received into the computer. Work with denied billings with third party payor to resubmit for account receivable.

Schedule clinics as appropriate. Arrange for appropriate physician and nurse coverage.

**SUPERVISION RECEIVED:** Limited supervision with alternating periods of autonomy and general review. Supervisor plays substantial role in setting objectives and organizing work.

**SUPERVISION EXERCISED:** Incumbent may supervise support associate staff.

**JOB SPECIFICATIONS:**

**Knowledge and Abilities:**

Basic knowledge of grammar, spelling, and punctuation.

Ability to communicate effectively with other employees and the general public.

Ability to maintain alphabetical, numerical, and subjective filing systems.

Considerable knowledge of general office practices, procedures and equipment.

Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions.

Considerable ability to deal courteously with the public, supplying general information and direction in a clear, concise manner.

Considerable knowledge of the appropriate reporting system and its application for automation of patient needs and service rendered.

**Minimum Education, Training, and Experience Requirements:** High school diploma or GED. Three (3) years of experience in office management, administrative activities, or moderately difficult clerical experience in typing, use of the keyboard, and computer entry.

Additional education (college, vocational school, etc.) in the field may substitute for the required experience on a year for year basis.

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**The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.**