
Medical Bill Specialist

Prescient National Insurance Services, LLC. Charlotte, NC.

The Medical Bill Specialist is responsible for reviewing and auditing high level medical bills to ensure correct pricing and timely payment for a workers' compensation company. Other responsibilities include, but are not limited to, negotiating discounts, addressing provider disputes, requesting refunds, preparing accounting reports, and operating at a level that helps the company manage medical claims costs.

Essential Duties & Responsibilities:

- Audit and review medical codes, diagnoses, operations, and procedures from health records by using appropriate classification systems, standards, and procedures
- Monitor and process bill review vendor notifications
- Perform hospital and medical bill reviews for accuracy prior to workers' compensation payment
- Review state fee schedule for application to workers' compensation medical bills
- Review and process provider reconsiderations/appeals for additional payment or denial
- Research procedural codes to identify new cost savings
- Negotiate direct discounts with providers and apply layers of discounts to medical workers' compensation bills through bill scrubbing, state fee schedules, CCI edits, and provider partners
- Request refunds and maintain refund log as appropriate
- Assist with outstanding check requests and check refunds
- Compile information and data from health records and computer systems for use in the evaluation of medical bills
- Monitor payment of medical bills in accordance with state statutes
- Provide back-up for front desk receptionist coverage
- Answer Bill Review calls during assigned time frame
- Perform other duties or special projects as assigned
- Participate in monthly one-on-one meetings with the Bill Review Supervisor
- Participate in weekly Bill Review Department meetings
- Keep track of interest spreadsheets and payments
- Complete bill audits and assist Adjusters with inquiries or bill payment assistance

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies:

- Ability to make prompt, intelligent decisions based on detailed analysis of complex issues
- Ability to work as part of a team by accomplishing related results as needed
- Demonstrated proactive approach to service for both external and internal customers
- Excellent interpersonal skills and ability to maintain a positive approach
- Excellent time management and organizational skills
- Ability to effectively operate a computer with knowledge of MS Office applications
- Good analytical skills
- Excellent written and oral communication skills
- Ability to adapt to a constant workflow
- Negotiation skills
- Basic Excel skills
- Ability to remain firm with providers

Education/Experience:

- High School Diploma or GED equivalent required
- College Degree preferred

Physical Demands:

- Regularly talks throughout the day during both in person conversations and via telephone
- Regularly required to use hands and fingers to handle, feel, or operate objects or tools
- Regularly required to sit for up to 8 or more consecutive hours
- Occasionally lifts up to 10lbs
- Regularly walks through a multi-level office environment
- Regularly types using a computer keyboard for up to 8 hours per day
- Regularly uses a computer mouse for up to 8 hours per day

Work Environment:

While performing the duties of this job the employee primarily works remotely; however, the employee must be available to come into the office when scheduled and on an as-needed (with short notice) basis to cover for in-office staff. The employee must be able to follow all remote-telecommuting policies set in place by Prescient National.

Schedule/Expected Hours of Work:

The Medical Bill Specialist will be expected to work Full Time. This schedule will include a minimum of a 7.5 hour day Monday-Friday to fall between the hours of 7am and 6pm.

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Equal Opportunity Employer:

Prescient National provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, national origin, age, disability, citizenship, status as a Vietnam-era, special disabled veteran, or other veteran who served on active duty during a war, campaign, or expedition, for which a campaign badge has been authorized, in accordance with applicable federal laws. In addition, Prescient National complies with applicable state and local laws governing nondiscrimination in employment in every location in which Prescient National has employees. This policy applies to all terms and conditions of employment including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, leave of absence, compensation, and training.

Apply: Send resume to careers@prescientnational.com