

POSITION DESCRIPTION**CONSUMER ACCOUNTS SPECIALIST**

Fiscal Services
Administrative Services
Region Ten Community Services Board

CLASSIFICATION TITLE: Accounting Technician II

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent is responsible for managing the central parts of the agency's self-pay billing and collections. This includes generating monthly consumer statements, fielding consumers' billing inquiries, applying consumers' payments to services as needed, conducting the annual debt set off process through the Department of Taxation, and managing spenddown consumers' coverage updates.

The incumbent also serves as the main point of contact for all Region Ten staff regarding Medicaid spenddown consumers, a subset of ongoing Medicaid applicants. The position tracks coverage, maintains/updates insurance policy records in the agency's electronic health record, generates spenddown consumers' bills and submits them to the Department of Social Services (DSS) for the purpose of helping these individuals meet their deductibles, and communicates all updates and changes in coverage status from DSS to all relevant Region Ten staff. Additionally, the incumbent is available to Region Ten staff for answering questions, both specific and general, related to the spenddown process.

The incumbent reports to the Director of Reimbursement. Duty performance requires a wide array of independent action, creativity and skill. The incumbent plans own work within major objectives as established by the Director. In carrying out position duties, he/she performs in accordance with applicable professional ethics, state reimbursement policies and established Region Ten policies and procedures.

The HIPPA access level for this position is Level Two.

The essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:

1. *Generate monthly consumer statements through the electronic health record (Credible) and coordinate mailing.
2. *Respond to consumers' inquiries regarding statements and charges.
3. *Apply consumers' payments to services in the electronic health record when received in the Fiscal Dept.
4. *Conduct Region Ten's yearly participation in the Dept of Taxation's debt set off program.
5. *Generate and forward to the Dept of Social Services monthly statements for all spenddown consumers.
6. *As an authorized representative, communicate with DSS regarding consumers' applications status and updates to coverage.
7. *Communicate internally with all agency staff and alert them of changes in coverage status as needed.
8. *Maintain accurate and current Medicaid spenddown, and Self-Pay policy information in the agency's electronic health record for all of the agency's spenddown-eligible consumers.
9. *Regularly obtain from the Department of Social Services the Notices of Action that document Medicaid spenddown.
10. *Generate and submit consumer charges to the Department of Social Services for Spenddown deductible purposes on a routine basis.
11. *Communicate with DSS regarding consumers' current status and progress toward the spenddown deductible.
12. *Communicate internally with all agency staff connected to a given spenddown consumer; alert them of changes in coverage status.
13. *Communicate consistently, promptly with the Authorizations Specialist when a consumer meets the spenddown deductible, has full coverage retroactively, and an authorization is required of clinical staff.
14. *Work with other Region Ten staff to obtain signed information release forms from consumers, as needed.
15. *Liaison between the Fiscal Department, Case Management teams, and the Department of Social Services.
16. Other duties as assigned.

QUALIFICATIONS:

Three to five years of health care administrative experience is required. In addition, the incumbent needs to possess the following knowledge, skills and abilities.

Knowledge of: Medicaid benefits and application process, DMAS/Medicaid eligibility criteria, Medicaid spenddown, third party billing, computerized accounts receivable system, health care benefits, accounts, word processing and spreadsheet applications.

ACCOUNTING TECHNICIAN

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Experience in the field of behavioral healthcare industry and a familiarity with the community services board and social services. Working knowledge of mental illness, substance abuse, and developmental disability services.

Skills in: Building highly functioning interpersonal relationships with Region Ten staff as well as staff from external agencies, most significantly the Department of Social Services, through excellent verbal and written communications and attentive customer service.

Abilities to: Provide leadership in the area of Medicaid benefits, work well with a diverse staff, organize work, meet deadlines, work independently, provide a positive and supportive working environment.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Administrative Performance Evaluation Standards.

POSITION LOCATION: Region Ten Community Services Board
502 Old Lynchburg Road
Charlottesville, VA 22903

POSITION ORGANIZATION CHART

Reimbursement Director
|
Consumer Accounts Specialist

GRADE: 8

SCHEDULE: M-F 8-5

Position Description Updated: