

**GRX Holdings, LLC
Long-Term Care Billing Technician
Position Description**

Name:		Department:	Medicap LTC
Title:	Long-Term Care Billing Technician	FLSA:	Non-Exempt
Date:		Reports To:	LTC Senior Medical Biller

PURPOSE OF POSITION

The Long-Term Care Billing Pharmacy Technician submits invoices for prescription claims to insurance companies and invoices private pay amounts to patients for a variety of billing cycles. This position must meet tight deadlines and be able to complete a variety of administrative tasks including posting payments to billing accounts.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

1. Prepare and submit claims to various insurance companies for prescription sales using Frameworks software.
2. Answer questions from long-term care facilities (“LTC”), patients, pharmacy personnel and insurance companies.
3. Manage the set-up and maintenance of resident’s files in accordance with company standards.
4. Investigate and resolve patient billing questions.
5. Resolve patient complaints appropriately.
6. Prepare, review and distribute patient statements to LTC Facilities within required deadlines
7. Maintain a working relationship with assigned LTC Facilities and Group Homes to ensure resident’s billing status is correct.
8. Obtain, track and follow-up on prior approvals for all medications or items as required by payers
9. Process returns and credits of medications
10. Organize documents for insurance audits
11. Review resident face sheets and make corrections if needed
12. Contact insurance companies for benefit investigation and coverage eligibility
13. Assist with billing of items used from emergency kits
14. Monitor, maintain and ensure adequate office supply inventory
15. Perform various collection functions including contacting patients by phone, correcting and resubmitting claims to third party payers.
16. Process payments from insurance companies, posting to patient and third-party accounts.
17. Continually look for process improvements to increase efficiencies in work performed.
18. Adhere to all HIPAA guidelines/regulations.
19. Perform additional duties as assigned by Supervisor.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge of medical billing/collection practices.

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- Knowledge of Medicare, Medicaid and third party billing requirements
- Ability to operate a computer and basic office equipment.
- Knowledge of business office procedures.
- Knowledge of basic medical coding and third-party operating procedures and practices.
- Skill in answering a telephone in a pleasant and helpful manner.
- Ability to read, understand and follow oral and written instructions.
- Ability to establish and maintain effective working relationships with patients, employees and the public.
- Highly organized and detail oriented
- Proficient in Microsoft Office products (Word, Excel)
- Ability to meet deadlines
- Ability to manage competing priorities in a professional manner
- Ability to think “on your feet”

EDUCATION and/or EXPERIENCE

- High School Diploma
- Must have CPhT
- Minimum 2 years’ experience working in professional office environment.
- Knowledge of Frameworks software a plus but not required.

LANGUAGE ABILITY

Strong verbal and written communication skills. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence using proper grammar. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to perform basic mathematical calculations and apply concepts of basic algebra and geometry.

COGNITIVE DEMANDS

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to multi-task, work under pressure, meet deadlines in a fast-paced work environment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel. The employee frequently is required to stand, walk, sit, and talk or hear. Specific vision abilities required by this job include close vision and ability to adjust focus. Employee must occasionally lift and /or move up to 25 pounds.

ENVIRONMENTAL ADAPTABILITY

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals and outside weather conditions. The noise level in the work environment is usually moderate.

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ACKNOWLEDGEMENT

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, GRX Holdings, LLC reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by GRX Holdings, LLC. I understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and GRX Holdings, LLC has a similar right.

Employee's Signature

Date

Supervisor Signature

Date

GRX Holdings, LLC. is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, GRX Holdings, LLC. will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with GRX Holdings, LLC.