

February 14, 2013

TO: Claudia Hazelhurst
FROM: Laura Conant
RE: Finance Tech – Ambulance Billing

Background

The Fire Department established the ambulance billing operation in September 2010. Prior to that time Sr. Administrative Assistant, Becky Ottman, coordinated billing with an outside provider as part of her administrative support functions. Once the internal billing operation was established, the work being performed by Ottman as well as two other employees was determined to fit within the Finance Technician classification. This classification also includes employees working in Budget and Accounting and Two Rivers.

The Fire Chief requested an audit of the positions to determine if the Finance Technicians in Fire are more specialized than other Finance Technician positions due to the requirements, laws and regulations of the medical and ambulance billing industry. In addition, the Fire Chief saw differences in the duties of two of the four positions, leading to the question as to whether there should be two separate classifications. Three incumbents completed job analysis questionnaires. The fourth employee just became full-time and did not complete one. Deputy Chief Jim Bright oversees the ambulance billing operation and met with me to discuss the audit and the positions as he envisions them for the future.

There are currently four incumbents working in ambulance billing. A part-time position was converted to full time during the 2013 budget process. At one time there had been discussion of creating a lead position but it was determined to be more critical to have the additional hours in a full-time position than to designate one incumbent to perform lead duties. The division of work between the four incumbents is by design due to financial requirements that there be a separation between the employees that are invoicing and those that are collecting payments. Therefore, two incumbents work primarily on the "front end" of the cycle including data entry to create the account and the billing, requesting pre-approvals, discussing payment options with patients, processing financial aid applications, determining insurance eligibility, and keeping track of the status of all requests. The other two incumbents work on the "back end" of the cycle including submitting patient bills to insurance and Medicare, posting payments, preparing deposits and entering data into Zoll (specialized billing software), processing and following up on unpaid claims, notifying patients of eligibility for financial aid, and reconciling and reporting on accounts. Jim's perception is that the "back end" assignment is more complex in that there is a higher degree of independent judgment in the application of policy, procedures and regulations and that there is also more detailed accounting work involved in the reconciling of accounts.

For the future, Jim envisions that the four incumbents will be cross-trained in the various functions. The ambulance billing office is still in a period of transition and some of the duties that were performed by Becky Ottman in her administrative support role prior to the City becoming the provider of billing services are in the process of being allocated out to other administrative support staff or to John Hall, the EMS Battalion Chief. Because Becky has the longest tenure of the staff and previous knowledge of the billing process from her work with the outside vender when she was as Administrative Assistant, she has become the informal leader of the group. Jim does not view her primary functions now as being

different or at a higher level than other staff and he plans to eventually have all staff at the same level of proficiency.

Comparison to Market

The Finance Technician is a benchmark position that is not considered entry level. It is compared to market with other positions that independently perform detailed accounting functions within established procedures and may specialize in accounts payable, accounts receivable or other area of accounting. It requires the ability to reconcile account balances and to problem solve issues. Utilization of specialized accounting software and spreadsheets is required. Positions at this level do not require a degree but do require 2+ years of accounting training or experience. The benchmark at the next level above this position is an accountant which is an exempt level position requiring a degree and two years of professional level accounting experience. Our Finance Technician position is at a range 47, \$17.34 - \$19.94 per hour, non-exempt.

Attempts to collect reliable market data for this position were not successful. Our market cities and fire districts were contacted to determine if comparable positions existed in our market. Most other agencies either do not provide ambulance transport services or utilize an outside billing agency. Only West Metro (Lakewood) had a similar position. Their pay range is \$14.31 - \$24.53 per hour. Without a minimum of 5 matches to market, no comparison can be made.

The Chief requested that we also evaluate pay data from other private and public ambulance service providers. I reviewed similar positions reported in Mountain States Employers Council's Healthcare Industry Survey, Billings and Collections Clerk and Insurance Clerk. Survey participants include hospitals and medical centers throughout Colorado. These private sector positions pay approximately 12% lower than the City's position. Since the positions are not a specific match to ours, this data is just informational.

In addition I was provided a list of other ambulance service providers in the state. While most of the organizations responded to my emails and calls, only one private sector organization, Northglenn Ambulance, had a match. Their position pays \$16.50 - \$25.00 per hour depending on qualifications. One public sector organization, Summit County Ambulance, responded with a similar position that is paid \$16.90 - \$23.40 per hour. This rate may be influenced by resort area labor pricing. South Metro and Eagle County Health Service District reported similar positions but I did not find them to be good matches due to higher level duties (performed by John Hall at the City) and differences in education required.

With the lack of reliable market data, I relied more on internal comparisons in evaluating the compensation level of the Finance Technician.

Internal Comparison

One of the goals of the recent classification and compensation study was to group positions in broader classifications based on their similarity at the highest level of work performed rather than creating unique or single incumbent classifications based on differences. A review of the detailed JAQs of the other City Finance Technicians was completed to determine if there are enough similarities to group the ambulance billing assignment in the broader classification.

The two assignments in the Budget and Accounting division include the highest level of work performed in the classification. In addition to processing routine billings and payments for the City, these positions

perform other more complex and confidential accounting functions such as administering collections for all City departments, coordinating bankruptcy claims, training internal customers, reconciling purchasing cards city-wide, posting revenue and handling cash deposits from various enterprise fund departments, processing property liens and maintaining and processing tax forms (W-9, 1099s). The scope of responsibility across all City departments and the legal and technical knowledge beyond basic accounting procedures are higher level factors for these assignments.

The ambulance billing positions are similar to the Finance Technicians in Accounting in that the primary purpose of the job is to process financial transactions following established procedures, guidelines and laws. To process the transactions, both jobs require specialized knowledge and the ability to use that knowledge to resolve issues, reconcile transactions and ensure the City's compliance with accounting standards and practices. Both work with internal and external (vendors, insurance companies, Medicare/Medicaid, IRS) customers. The positions require the same level of education and experience, high school and at least 2 years of experience.

Recommendation

While the duties of the four incumbents in ambulance billing vary based on the assignment, there are not significant differences that would support two distinct classifications. Because we have Financial Technicians assigned across departments there will be variables in the types of financial transactions the incumbents are performing. A key factor I'm considering in this analysis is that we are compensating the Finance Technicians at the highest level of work performed. By comparing to market at a level that is just below a degreed accountant, we recognize the higher level duties of the assignments in the accounting area and the "back end" assignment in the ambulance billing area. Incumbents in the same classification that perform duties that are at a lower level gain the advantage of the broader classification compensation while the City gains flexibility in how work is assigned.

Based on this analysis, the classification of Finance Technician is appropriate as a broad classification. The compensation level is based on a market comparison that recognizes the level of work performed by the four incumbents in the ambulance billing area. Therefore, no change is recommended. The job description for Finance Technician will be reviewed and updated to ensure it encompasses all aspects of the ambulance billing assignment.

For discussion of Finance Technician

Job audits do not consider individual's performance.

Reliable market data for our market cities not found, therefore internal alignment was used.

The finance technician benchmark was determined to be appropriate.

The goals of the City for classification are to focus on similarities, not differences in jobs and to have fewer classifications that encompass a broader range of assignments. Pay for the broad classifications is compared at the highest level of work performed.

It was determined that while the "front end" and "back end" assignment were doing different aspects of the work, they were not different enough to be two distinct classifications.

Comparisons to the finance technicians in accounting determined that the jobs were similar enough in level of skill and scope of responsibility to be in the same classification.

The classification of finance technician is not compared at entry level in the market. The position is compared to others that work independently, problem solve and have some autonomy in decision making, specialization in a particular area of finance, intermediate computer skills in spreadsheeting and financial software and require at least 2 years of experience.

The next level of accounting in the market would require a degree and perform more complex financial accounting.

The finance technicians in accounting also do specialized work beyond entering receivables and payables.

Becky may perform some duties that are left over from her administrative support role. Those functions where appropriate should be reassigned to others. There are always difference in performance due to experience of the individuals that is reflected in the pay between entry and proficient not in a separate classification.

Shelley Caskey - Fwd: Re: Classification Changes for 2013

From: Claudia Hazelhurst
To: Laura Conant; Shelley Caskey
Date: 8/17/2012 3:56 PM
Subject: Fwd: Re: Classification Changes for 2013
Attachments: Fire Department Position Audit Request.docx; Copy of Audit Request Form.XLS

>>> Ken Watkins 8/17/2012 2:38 PM >>>
Claudia,

In the continuing discussion on our billing operation and whether employees are positioned correctly I have attached an audit request for Finance Technician. I spoke to Shelley about this and while I realize she did some research into this when the billing office was created, I still would like a look at some of the higher responsibilities that are required of this office different than just accounts payable/receivable. Becky and Danni mostly perform these duties which are different from Amy and Chasity. I say that with some trepidation because I would not want to pidgin hole them into a position that won't allow them to expand their skills and responsibilities.

As I missed the DH meeting that you are referring to, I believe we have captured associated costs for our "preliminary nod" positions - Finance Technician and Technical Services Coordinator. We already have a computer for the Finance Tech and I think we can absorb any training in our budget. The Tech Services Coordinator will need a computer and vehicle (accounted for) and again I think we can absorb initial training.

Please take a look and let me know what else you need.

Ken

>>> Claudia Hazelhurst 8/9/2012 5:27 PM >>>
Hi All,

On Wednesday when we were discussing new positions for 2013, some of you mentioned reclassifications that you were wanting to have considered as part of your staffing changes. Since you were not originally asked to submit requests for reclassifications, please do so now by completing the attached form up through item #3. If additional information is required we'll request it at a later date,

I would also ask that you let us know of any to offsets (e.g. reductions in part-time or overtime) or of any additional costs (other than those you already included) associated with the positions that were given the preliminary nod at Wednesday's meeting.

Please submit the above information to me by no later than next Friday.

Thanks,
Claudia

Fire Department Position Audit Request – Finance Technician

- A. Description of what has changed, or will change, in the duties and responsibilities of the position.

The Department established the ambulance billing operation in September 2010 and Finance Technician was selected as the classification for ambulance billing employees. At the time, Danni Ferguson was moved into billing and re-classified from Accounting Clerk to Finance Technician. Chasity Gray moved from TRCC to Finance Technician in Fire shortly thereafter. Becky Ottman remained a Senior Administrative Assistant until 2012 when she was re-classified as Finance Technician.

Current duties will not change.

EMS
11,288 calls
2009

- B. Description of the business or operational reasons for the change.

The Department perspective is that these positions are much more specialized than other accounts payable/receivable positions due to requirements, laws and regulations of the medical and ambulance industry. Employees have to be knowledgeable of Medicare/Medicaid laws and health insurance regulations and at least annually, keep up with changes that occur. Responsibility and accountability for these areas are critical in order to avoid an audit. In 2012, effort was made to create a Lead Finance Technician position to address these concerns but because of workload, the Department moved away from that idea in favor of another data entry level position.

City auditing requirements also creates a separation of duties between employees that perform data entry vs. employees that generate invoices or receive funds. This creates a different level of responsibility and accountability for certain employees. Does this translate to two different positions or can there be a rotation between these duties and still meet audit requirements?

sm.ya

In addition to billing, this office also creates and maintains contracts with medical facilities, provides training to these facilities, and works with organizations to schedule dedicated EMS standbys and other EMS related duties.

- C. Indicate the classification that better fits this position and why.

Positions that perform data entry fit with the Finance Technician classification. Positions that have more responsibility with regulations may fit better with Financial Analyst.

Department preference would be an audit of other medical billing positions, both private and public sector, including private and fire based ambulance systems.



Jamey Buckalew
16.50-25.00

Human Resources-Job Description-Billing Clerk

FLSA: Non-Exempt. This position is 40 hours per week, paid hourly with time and a half pay rate for all hours over forty worked per week.

Position Goal: To assist the Billing Supervisor in successfully running the billing office by optimizing company productivity and efficiency. To ensure excellent service to all patients and the general public.

Position Responsibilities:

1. Answer the phone when assigned.
2. Be courteous and helpful to everyone that calls.
3. Be knowledgeable in all aspects of the billing system.
4. Confirm patient information on the screen each time a patient calls.
5. Maintain patient confidentiality.
6. Maintain confidentiality in all company matters.
7. Complete billing assignments daily.
8. Follow through with all paperwork.
9. Complete extra projects, as assigned, in a timely manner.
10. Keep the filing done in a timely manner.
11. Attend any insurance seminar as requested by the Director of Finance or the Office Supervisor.

Job Responsibilities Related to Patient Privacy:

1. The incumbent is expected to protect the privacy of all patient information in accordance with the Company's privacy policies, procedures, and practices, as required by federal (and state) law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with the Company's policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment or of membership or association with Northglenn Ambulance.
2. The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other company operations.



3. The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding the Company's policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
4. The incumbent is expected to actively participate in Company privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with Company policy.

Disclaimer

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted, as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees, assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.

Qualifications:

1. Must have excellent written and verbal communications.
2. Must have basic computer skills.
3. High School Diploma/GED

Reports to: Billing Supervisor

**WEST METRO FIRE PROTECTION DISTRICT
FINANCE DIVISION**

EMS BILLING SPECIALIST

NATURE OF WORK

This position is responsible for the entire EMS billing cycle for assigned accounts. This includes but is not limited to, initial review of charges, patient insurance and demographic input, A/R follow-up.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Reviews calls/charges that have been uploaded into the billing system for proper coding and patient demographic information daily
- Performs A/R follow-up procedures including but not limited to:
- Responds to inquiries and requests from insurance companies
- Responds to EOB and RA denials
- Obtains corrected billing information from patients
- Researches incorrect patient information
- Answers incoming patient and insurance calls
- Sends initial billings to insurance and patients
- Processes credit card payments via phone calls and mailed information
- Works credit balance reports
- Sends financial assistance paperwork to patients
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to operate a computer terminal, keyboard, and 10-key by touch
- Knowledge and application of basic insurance, bookkeeping, and office procedures and the ability to apply that knowledge to practical use
- Ability to understand and carry out complex oral and written instructions
- Ability to effectively communicate with paramedics, insurance companies, and patients
- Basic knowledge of medical terminology as it relates to billing

MATERIALS AND EQUIPMENT DIRECTLY USED

Must be able to operate a computer terminal, keyboard, printer, 10-key, telephone, and other standard office equipment.

**WEST METRO FIRE PROTECTION DISTRICT
FINANCE DIVISION**

EMS BILLING SPECIALIST

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES

This is primarily sedentary office work. Must demonstrate the ability to meet the physical demands of the job including the ability to retrieve information from various locations in the office when needed. May be exposed to periods of high activity and high stress under demanding conditions. The position requires a great deal of communication with District members, the public, and outside agencies. While performing the duties of this job, the candidate is regularly required to sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms, stoop, kneel, crouch, and crawl.

EDUCATION, EXPERIENCE AND FORMAL TRAINING

KEY:	
Required =	R
Preferred =	P
Not Applicable	N

Education/Training	R	P	N	COMMENTS
Must be at least 18 years of age	X			
Must possess a valid Colorado Driver's License (or be eligible to obtain by time of and exhibit a safe driving record. employment)	X			
High School Diploma or GED Certification	X			
Associates Degree			X	
Bachelors Degree			X	In accounting from an accredited college/ university
Excellent communication skills				
Minimum of one year previous related experience in billing and A/R	X			
Must type a minimum of 45 wpm	X			
Ability to work under time constraints	X			
Competent intermediate or advanced spreadsheet (Excel) user	X			
Intermediate or advanced skills in Excel, Access, and Powerpoint.		X		
Must be proficient in Microsoft Word and Outlook	X			
Must be proficient in basic Math and English	X			
Working knowledge of medical terminology		X		
Good telephone skills and medical billing experience	X			
Familiarity with different insurance policies/laws regarding billing procedures	X			
Experience in High Plains, Fundware, and Telestaff		X		highly desirable
Governmental experience		X		
Strong Communication Skills	x			

**WEST METRO FIRE PROTECTION DISTRICT
FINANCE DIVISION**

EMS BILLING SPECIALIST

OTHER NECESSARY REQUIREMENTS

Must be at least 18 years of age. Must possess a valid Colorado Driver's License (or be eligible to obtain by time of employment) and exhibit a safe driving record. Must successfully pass a background investigation and polygraph examination.

PHYSICAL DEMAND CHARACTERISTICS OF JOB:

KEY:	
Never =	not required
Occasionally (OCC)=	1% to 32% of workday (1 min. to 2.5 hrs. of 8-hr. day)
Frequently (FREQ)=	33% to 66% of workday (2.6 to 5.25 hrs. of 8-hr. day)
Constantly (CONSTANT)=	67% to 100% of workday (5.3 to 8 hrs. out of 8-hr. day)
Essential =	E
Marginal =	M

FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
SITTING			X----	----X	E	Sits for prolonged periods of time doing office work
STANDING			X		E	Depends on the amount of copier / filing work assigned
WALKING		X			E	To and from meetings, copy room
PUSHING		X			E	File Boxes, Delivery Packages, Cleaning supplies, Office supplies
PULLING		X			E	File Boxes, Delivery Packages, Cleaning supplies, Office supplies
CLIMBING LADDERS	X				N/A	Never
WORKING AT HEIGHTS	X				N/A	Never
TWISTING AT NECK			X		E	Filing, Computer work, Answering Telephone
TWISTING AT WAIST		X			E	Filing, Using Copier
BENDING AT WAIST		X			E	Reach low areas, Pick-up boxes, files
SQUATTING AT KNEES		X			E	File, reach low areas, mailroom, supply room
CRAWLING	X				N/A	Never
CLIMBING / WALKING STAIRS		X			E	To access Administration building when elevator is broken

**WEST METRO FIRE PROTECTION DISTRICT
FINANCE DIVISION**

EMS BILLING SPECIALIST

PHYSICAL DEMAND CHARACTERISTICS OF JOB CONTINUED:

FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
KNEELING		X			E	To perform office work, stocking at supply room, mailroom, filing
REACHING ABOVE SHOULDER HEIGHT		X			E	Stocking supply room, file, access high shelves
REACHING FORWARD AND AWAY FROM BODY			X		E	Filing, answering phones, driving, supply room, mailroom
REACHING BELOW WAIST		X			E	Supply room, office work, and to access low areas, mailroom
DRIVING		X			E	

STRENGTH DEMANDS

LIFTING, CARRYING, PUSHING, PULLING	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
UNDER 10 LBS.			X		E	Office supplies, File Boxes, mail bag, packages, books
10 TO 20 LBS.		X			E	Files boxes, Package Deliveries
21 TO 50 LBS.		X			E	File boxes up to 30LBS
51 TO 100 LBS.	X				N/A	
OVER 100 LBS.	X				NA	

HAND USAGE

FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
FINE FINGER MANIPULATION				X	E	Typing, manipulate small objects and tools, leaf through paperwork and plans, stapling
GRASPING			X		E	Handling of all types of office supplies, equipment, tools, appliances, and equipment
KEYBOARDING			X-----	-----X	E	Data entry, reports, forms, policy, procedures

**WEST METRO FIRE PROTECTION DISTRICT
FINANCE DIVISION**

EMS BILLING SPECIALIST

HAND USAGE CONTINUED:

FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
WRITING		X----	----X		E	Forms, messages, plan reviews, checklists, notes, Updates
REPETITIVE MOTION OF MORE THAN 1X EVERY 30 SECONDS				X	E	Operating keypads, Typing
REPETITIVE MOTION OF LESS THAN 1X EVERY 30 SECONDS		X			E	Filing, Stacking Boxes, Stacking supplies

ENVIRONMENTAL CHARACTERISTICS

CHARACTERISTIC	YES	NO	E/M	COMMENTS
EXTREME COLD		X	N/A	
EXTREME HEAT		X	N/A	
EXTREME MOISTURE		X	N/A	
HAZARDS	X		E	Supply room objects, electrical, trip/fall, slant/slope, ice on parking lot, low headroom, uneven ground
EXTREME NOISE	X		E	Alarms, fire equipment, special events
VIBRATIONS		X	NA	
FUMES	X		M	Exhaust from parking lot

Laura Conant - EMS Billing Information

From: "Kraft, Jo" <jkraft@westmetrofire.org>
To: "lauraC@gjcity.org" <lauraC@gjcity.org>
Date: 9/5/2012 9:35 AM
Subject: EMS Billing Information
Attachments: 2010 EMS Billing Supervisor.docx; 2010 EMS Billing Specialist-Clerk.docx

Hello Laura –

I received a message that you needed our EMS Billing job description and pay range. Please find attached the job descriptions and below are the pay ranges.

<u>Title</u>	<u>Status</u>	<u>Min</u>	<u>Max</u>
EMS Billing Specialist	Full Time	29,829	51,032
EMS Billing Supervisor	Full Time	40,393	61,609

If you have any questions or concerns please do not hesitate to contact me.

Thank you,

Jo Kraft

Jo Kraft
Human Resources
West Metro Fire Rescue
 433 S. Allison Parkway
 Lakewood, Colorado 80226
 Phone: (303) 989-4307 X550
 Fax: (303) 539-9567
 Email: jkraft@westmetrofire.org



West Metro
Fire Rescue

Hours: Monday - Friday 6:00 -3:00

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JOB DESCRIPTION

Title: EMS Bureau Assistant

Reports To: EMS Bureau Chief

Division: Operations

FLSA Classification: Non-Exempt

\$48,194

\$23.17

I. GENERAL STATEMENT OF DUTIES

Performs advanced clerical and administrative work to support and/or implement complex administrative projects for the EMS Bureau. Work involves preparing correspondence and maintaining sensitive, complicated files and data in a variety of formats. Work is performed with considerable administrative autonomy.

II. SUPERVISION RECEIVED

Works under the general supervision of the EMS Bureau Chief and EMS Executive Officer

III. SUPERVISION EXERCISED

None

IV. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides EMS Bureau administrative support
- Prepares and processes Daily Billing Report
- Tracks and responds to EMS patient billing issues

- Processes Colorado EMT Basic or Paramedic certification renewals
- Prepares and processes medical records release to patients and outside agencies
- Tracks and records CPR, ACLS, BLS and other EMS related certifications
- Completes and submits necessary paperwork for multi-county ambulance licensing
- Tracks process for subpoenas received
- Provides support for monthly EMS Bureau meeting, Paramedic meeting, and peer review meeting as needed
- Prepares EMS Bureau Monthly Activity Reports
- Prepares and processes EMS patient customer surveys

V. **MINIMUM QUALIFICATIONS:**

EDUCATION, EXPERIENCE, LICENSES & CERTIFICATIONS

- High School diploma or GED
- Additional training in Business Administration, office automation, or a related field preferred
- AND**
- A minimum of one year of clerical or administrative work experience
- Licensing as Notary Public desirable

Or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

VI. **ESSENTIAL CHARACTER TRAITS**

- Person of Honesty, Character & Integrity
- Servant's Heart – Responsible, Compassionate & Forgiving
- Teachable Spirit
- Appropriate Balance of Personal Humility & Professional Will
- Self-Motivated, Self-Disciplined, Self-Managed & Self-Aware
- Skilled & Laid-back Communicator
- Compassionate Collaborator
- Exhibits Foresight & Insight
- Systems Thinker
- Comfortable with Ambiguity
- Discerning
- Exhibits Courage in Relationships – Candid & Confronts Conflict Constructively
- Sense of Humor

- Intellectual Energy & Curiosity
- Consistent

VII. NECESSARY KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

Basic knowledge of and ability to apply the principles of business office practices and procedures, including: customer service, business writing, records management, and bookkeeping.

Basic knowledge of and the ability to observe current HIPAA rules and regulations.

Knowledge of EMS Operations

Intermediate (working) knowledge of, and the skill and ability to use, the current versions of the Authority's hardware and software applications, including telecommunications.

Intermediate verbal and written communication skills.

Intermediate interpersonal skills, including: ability to communicate and interact effectively with contacts that may be angry, argumentative, or disagreeable; ability to act with tact, good judgment and discretion; ability to work as a team member with co-workers and others and; ability to maintain confidentiality.

Basic knowledge of and ability to apply conflict resolution techniques.

Basic ability to read and follow the Authority's operating guidelines and regulations.

Basic ability to manage multiple projects simultaneously, respond to changing priorities, and work with frequent interruptions.

Ability to utilize basic office equipment including: calculator, fax machine, copy machine, and personal computer with knowledge of Microsoft Office, Excel, and Outlook.

VIII. PHYSICAL DEMANDS

Approximately eighty to ninety percent (80-90%) of this work is performed while sitting, approximately five to ten percent (5-10%) is performed while walking, and approximately five to ten percent (5-10%) is performed while standing. Physical activities required include: occasionally lifting, carrying, pushing and pulling objects weighing up to 10-20 pounds; occasionally carrying files and file boxes and other objects weighing up to 5-10 pounds; occasionally climbing, balancing, stooping, kneeling, crouching, crawling and reaching to file and retrieve information, supplies and other objects.

Verbal and auditory capacity enabling interpersonal communication as well as communication through use of automated verbal communication devices such as two-way radio, intercom, and telephone systems.

Visual and fine/gross motor skills enabling the use of office and some field equipment.

Ability to distinguish objects in low and bright light using visual capacity including peripheral vision, depth perception, color vision, and far and near acuity in order to observe general operating conditions within the Authority's headquarters, to operate computer equipment, and to develop and set up audio/visual presentations.

IX. WORK ENVIRONMENT AND GENERAL INFORMATION

Approximately ninety-nine percent (99%) of the essential duties/responsibilities are performed indoors in a standard business environment with moderate noise, with one percent (1%) performed outdoors during travel to remote business sites or other business-related destinations.

The duties listed are intended only as illustrations of the various types of work that may be performed, and are in no way construed or perceived to be exhaustive.

The job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.

Reviewed by: _____
Human Resources Director _____ Date

Approved by: _____
Assistant Chief _____ Date

Revision Date: May 2010

WEST METRO FIRE PROTECTION DISTRICT
FINANCE DIVISION
EMS BILLING SUPERVISOR

NATURE OF WORK

The EMS Billing Supervisor responsibilities include supervising the Billing/Collections of the District's emergency medical response as well as daily accounting duties.

ESSENTIAL DUTIES

- Supervises daily work assignments and members of the District's Billing/Collections. Ensures that work assigned to all members is completed accurately and timely to meet organizational goals.
- Performs monthly balancing of the aged trial balances and month-end reports. Provides monthly journal entries to the Finance department and appropriate analysis prior to the Finance Department's monthly closing schedule.
- Manages the aging of the EMS billing. Ensures uncollectible accounts are sent to the collection agency in a timely manner.
- Ensures that the District maintains an appropriate net collections rate.
- Reports to the Finance Manager and communicates on all relevant patient accounts. Performs annual reviews of EMS billing staff with the assistance of the Finance Manager.
- Performs related duties as required including back-up of all positions in EMS Billing to include data entry, insurance verifications and posting of collections.
- Maintains all EMS billing service policies and procedures. With the Finance Manager, reviews systems, processing, and controls for improved performance.
- Regular and predictable attendance is required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- The EMS Billing Supervisor will be required to have prior supervisor experience in the EMS or medical billing industry. Knowledge of medical terminology, billing codes, and insurance filing practices.
- Knowledge of collection laws and practices and familiarity with Medicare/Medicaid laws.
- Knowledge of electronic billing methods, electronic remittance of collections, month end closing of patient receivable accounts, and the application of basic bookkeeping and office procedures on a daily basis.
- Ability to make complex and varied arithmetic computations and tabulations rapidly and accurately
- Ability to operate a computer terminal, keyboard and 10-key by touch
- Ability to understand and carry out complex oral and written instructions
- Ability to effectively communicate with Medicare/Medicaid officials, paramedics, and patients

**WEST METRO FIRE PROTECTION DISTRICT
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REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES CONTINUED:

- Ability to organize and track large amounts of data in order to produce a high rate of collection for ambulance billings
- Ability to deal with people in adverse situations

MATERIALS AND EQUIPMENT DIRECTLY USED

Must be able to operate a computer terminal, keyboard, printer, 10-key, telephone, and other standard office equipment.

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES

This is primarily sedentary office work. Must demonstrate the ability to meet the physical demands of the job including the ability to retrieve information from various locations in the office when needed. May be exposed to periods of high activity and high stress under demanding conditions. The position requires a great deal of communication with District members, the public, and outside agencies. While performing the duties of this job, the candidate is regularly required to sit, talk and hear. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms, stoop, kneel, crouch, and crawl.

EDUCATION, EXPERIENCE AND FORMAL TRAINING

KEY:	
Required =	R
Preferred =	P
Not Applicable	N

Education/Training	R	P	N	COMMENTS
Must be at least 18 years of age	X			
Must possess a valid Colorado Driver's License (or be eligible to obtain by time of and exhibit a safe driving record. employment)	X			
High School Diploma or GED Certification	X			
Education supplemented by courses in bookkeeping and medical coding				
Knowledge of Medicare and Medicaid law as it relates to ambulance billing, Certified Ambulance Coder or similar certification		X		

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EDUCATION, EXPERIENCE AND FORMAL TRAINING CONTINUED:

KEY:	
Required =	R
Preferred =	P
Not Applicable	N

Education/Training	R	P	N	COMMENTS
Associates Degree		X		In accounting from an accredited college/ university
Bachelors Degree			X	
Prior medical billing supervision	X			
Must type a minimum of 55 wpm		X		
Experience with High Plains and Ortivus software		X		
Competent intermediate or advanced spreadsheet (Excel) user	X			
Intermediate or advanced skills in Excel, Access, and Powerpoint.		X		
Must be proficient in Microsoft Word and Outlook	X			
Must be proficient in basic Math and English	X			
Experience in High Plains, Fundware, and Telestaff		X		highly desirable
Governmental experience		X		
Strong Communication Skills	X			

OTHER NECESSARY REQUIREMENTS

Must be at least 18 years of age. Must possess a valid Colorado Driver's License (or be eligible to obtain by time of employment) and exhibit a safe driving record. Failure to maintain a valid Driver's License and safe driving record is subject to Administrative Procedure #4104 Operation and Use of District Vehicles. Must successfully pass a background investigation and polygraph examination.

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PHYSICAL DEMAND CHARACTERISTICS OF JOB:

KEY:	
Never =	not required
Occasionally (OCC)=	1% to 32% of workday (1 min. to 2.5 hrs. of 8-hr. day)
Frequently (FREQ)=	33% to 66% of workday (2.6 to 5.25 hrs. of 8-hr. day)
Constantly (CONSTANT)=	67% to 100% of workday (5.3 to 8 hrs. out of 8-hr. day)
Essential =	E
Marginal =	M

FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
SITTING			X----	-----X	E	Sits for prolonged periods of time doing office work
STANDING			X		E	Depends on the amount of copier / filing work assigned
WALKING		X			E	To and from meetings, copy room
PUSHING		X			E	File Boxes, Delivery Packages, Cleaning supplies, Office supplies
PULLING		X			E	File Boxes, Delivery Packages, Cleaning supplies, Office supplies
CLIMBING LADDERS	X				N/A	Never
WORKING AT HEIGHTS	X				N/A	Never
TWISTING AT NECK			X		E	Filing, Computer work, Answering Telephone
TWISTING AT WAIST		X			E	Filing, Using Copier
BENDING AT WAIST		X			E	Reach low areas, Pick-up boxes, files
SQUATTING AT KNEES		X			E	File, reach low areas, mailroom, supply room
CRAWLING	X				N/A	Never
CLIMBING / WALKING STAIRS		X			E	To access Administration building when elevator is broken
KNEELING		X			E	To perform office work, stocking at supply room, mailroom, filing
REACHING ABOVE SHOULDER HEIGHT		X			E	Stocking supply room, file, access high shelves

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PHYSICAL DEMAND CHARACTERISTICS OF JOB CONTINUED:

FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
REACHING FORWARD AND AWAY FROM BODY			X		E	Filing, answering phones, driving, supply room, mailroom
REACHING BELOW WAIST		X			E	Supply room, office work, and to access low areas, mailroom
DRIVING		X			E	

STRENGTH DEMANDS

LIFTING, CARRYING, PUSHING, PULLING	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
UNDER 10 LBS.			X		E	Office supplies, File Boxes, mail bag, packages, books
10 TO 20 LBS.		X			E	Files boxes, Package Deliveries
21 TO 50 LBS.		X			E	File boxes up to 30LBS
51 TO 100 LBS.	X				N/A	
OVER 100 LBS.	X				NA	

HAND USAGE

FUNCTION	NEVER	OCC	FREQ	CONSTANT	E/M	COMMENTS
FINE FINGER MANIPULATION				X	E	Typing, manipulate small objects and tools, leaf through paperwork and plans, stapling
GRASPING			X		E	Handling of all types of office supplies, equipment, tools, appliances, and equipment
KEYBOARDING			X-----	-----X	E	Data entry, reports, forms, policy, procedures
WRITING		X----	----X		E	Forms, messages, plan reviews, checklists, notes, Updates
REPETITIVE MOTION OF MORE THAN 1X EVERY 30 SECONDS				X	E	Operating keypads, Typing
REPETITIVE MOTION OF LESS THAN 1X EVERY 30 SECONDS		X			E	Filing, Stacking Boxes, Stacking supplies

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ENVIRONMENTAL CHARACTERISTICS

CHARACTERISTIC	YES	NO	E/M	COMMENTS
EXTREME COLD		X	N/A	
EXTREME HEAT		X	N/A	
EXTREME MOISTURE		X	N/A	
HAZARDS	X		E	Supply room objects, electrical, trip/fall, slant/slope, ice on parking lot, low headroom, uneven ground
EXTREME NOISE	X		E	Alarms, fire equipment, special events
VIBRATIONS		X	NA	
FUMES	X		M	Exhaust from parking lot