

JOB DESCRIPTION

TITLE: Billing Clerk/Collections/Information Gathering

FUNCTION: Responsible for following up on A/R that is 90 days old and coordinating collection of the same.

HAS SUCH DUTIES AS:

1. Under general supervision, follows up on A/R that is 90 days old and coordinates collection of the same.
2. Addresses denial and non-payments to correct and resume correct billing or identify how to correct billing and forwards to the appropriate personnel for payment.
3. Works with weekly and monthly reports to keep all billing current and accurate.
4. Works with weekly and monthly reports and keeps payors current.
5. Consults with supervisor regarding any billing problems.
6. Other tasks as assigned.

POSITION REQUIREMENTS:

1. High school diploma.
2. Previous billing and collections experience preferred.
3. Analytical skills required.

EMPLOYEE PERFORMANCE EVALUATION

Position: Billing Clerk/Collections/In formation Gathering

Employee: _____ Date: _____

Rating Scale:

0 = Performance is unacceptable, immediate improvement required

1 = Performs as expected occasionally, needs reinforcement

2 = Performs as expected most of the time

3 = Performance is exemplary, exceeds expectations

Quality of Work:

0 1 2 3

- 1) Coordinates A/R (over 90 days) collections in a timely manner.
- 2) Addresses denials and non-payments in a timely mariner.
- 3) Works with weekly and monthly reports to keep billing current and accurate.
- 4) Identifies and corrects billing problems and forwards to the appropriate personnel.

Supportive Documentation and Comments: _____ **Total Points:** _____

_____ **Average:** _____

Quantity of Work:

0 1 2 3

- 1) Completes all assigned work during scheduled shift.
- 2) Completes work in a timely manner.
- 3) At the end of the day reviews unfinished projects to prioritize next day's workload.

Supportive Documentation and Comments: _____ **Total Points:** _____

_____ **Average:** _____

Knowledge of Job: 0 1 2 3

- 1) Demonstrates understanding of billing procedures.
- 2) Demonstrates an understanding of Organization policies and procedures.
- 3) Demonstrates awareness and understanding of job description and job responsibilities.

Supportive Documentation and Comments: _____ **Total Points:** _____

_____ **Average:** _____

Judgment and Decision Making: 0 1 2 3

- 1) Consults with supervisor when unusual or urgent situations occur. Does not make impulsive decisions.
- 2) Decisions are always based on policies and procedures.

Supportive Documentation and Comments: _____ **Total Points:** _____

_____ **Average:** _____

Reliability and Initiative: 0 1 2 3

- 1) Arrives on time at start of the work day.
- 2) Returns promptly from lunch/breaks.
- 3) Provides proper notification for scheduled absences.
- 4) Follows procedures for reporting tardiness.
- 5) Attends to personal affairs without letting them disrupt work schedule.
- 6) When requested, is willing to work additional hours.

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- 7) Recognizes the needs for and performs additional, unassigned tasks.
- 8) Helps coworkers.
- 9) Maintains work area in an orderly manner.

Safety and Infection Control

- 1) Is knowledgeable on infection control practices.
- 2) Demonstrates knowledge of safety policies and procedures.
- 3) Completely understands and can describe emergency/disaster procedures (e.g., what to do in the event of a disaster)

Supportive Documentation and Comments: _____ Total Points: _____

_____ Average: _____

PERFORMANCE EVALUATION SUMMARY SHEET

POSITION: _____

	QUALITY OF WORK	QUANTITY OF WORK	KNOWLEDGE OF JOB	JUDGMENT AND DECISION MAKING	RELIABILITY AND INITIATIVE	OVER ALL RATING
#OF POINTS						
# OF STANDARDS						
AVG.						

Developmental Goals & Training needs:

Employee Comments:

Supervisor Comments:

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____