EMPLOYABILITY SKILLS PROFILE: **Medical Biller**

MEDICAL BILLING EMPLOYER PANEL *(PICTURED ABOVE FROM LEFT TO RIGHT)*

KRISTEN MCCORMICK
Director of Billing
Practice Resources (PRL)

JULIE MOSHER
Billing Manager
Associated Medical Professionals (AMP)

KATIE WELLS
COO
Practice Resources (PRL)

JENNIFER COLEMAN
Recruiter & Staff Developer
Practice Resources (PRL)

JUDY QUIGLEY
Billing Supervisor
MedBest

COURTNEY EHRICH
Director of Billing Services
MedBest

LYNN LAFRANCE
Manager, Patient Financial Services
St. Joseph's Hospital

DEBORAH MCCARTHY
VP Accounts Receivable
Medical Management Resources, Inc.
(MMRI)

RACHEL ROSSI RICCIARDIELLO
Director of Human Resources
Medical Management Resources, Inc.
(MMRI)

COLETTE EMMONS
Human Resources
Associated Medical Professionals

NOT PICTURED:
PATRICK O'CONNOR
Vice President
Kopp Billing

FACILITATORS: *(PICTURED RIGHT)*

SHAUNNA JAGNEAUX
Project Director
Economic & Workforce Development
Onondaga Community College

REBECCA FRACCHIA
Employer Engagement Manager
Economic & Workforce Development
Onondaga Community College

Employability Skills Chart: Medical Biller

Categories   **Behaviors** →

A — Take Professional Responsibility (8)

A1 Comply with company policies	A2 Report to work as scheduled	A3 Meet productivity goals	A4 Take accountability for his/her choices	A5 Complete all tasks to meet standards	A6 Wear appropriate attire/PPE	A7 Complete tasks without supervision
9 5	1 2 2	3 5 4	2 6 6			5

B — Make Good Decisions (7)

B1 Ask for help when needed	B2 Recognize need for more information	B3 Redirect customer when needed	B4 Prioritize work based on business needs	B5 Correctly use personal authority without exceeding limit	B6 Identify problems (improper payments)	B7 Brainstorm solutions
5 4 4	6			2 2	6	1

B8 Access resources (look under the rock)
5 1 6

C — Relate Well to Internal/External Customers (7)

C1 Interact politely and professionally with customers and coworkers	C2 Remain positive with negative customers and coworkers	C3 Demonstrate willingness to compromise	C4 Follow through on customer commitments	C5 Make customer feel important	C6 Appear mentally alert
7 3 3	1	8	2	1	

D — Demonstrate Personal Integrity (6)

D1 Respond appropriately to situations of right and wrong (ethically, morally)	D2 Report wrongdoing to someone with higher authority	D3 Protect confidential information
3 2	6	3

E — Commit to Quality (2)

E1 Perform tasks accurately	E2 Complete all tasks with consistent high quality	E3 Demonstrate concern for providing quality services and products (care for quality, address issues)	E4 Care about improving company operations	E5 Participate in mandatory OJT (constant changes, compliance)	E6 Address task-related problems constructively	E7 Go extra mile to ensure quality work (go back, double check work, ensure accuracy)
1 7	8 3	1			1	1 3

F — Demonstrate Time Management Skills

F1 Respect other people's time	F2 Use time efficiently	F3 Demonstrate ability to plan ahead (plans, PTO, daily work schedule, monthly work priorities)
3	7 3	

G — Pursue Professional Development/Improvement

G1 Accept criticism without defensiveness (!)	G2 Learn from critiques	G3 Adapt to changes in the workplace	G4 Learn new skills (flexible)	G5 Stand up for self appropriately (with patients, coworkers)
2 4 9	2 3	5 2 7	1 5	2

H — Demonstrate Workplace Safety (4)

H1 Follow safety procedures	H2 Be mentally alert	H3 Aware of surroundings	H4 Demonstrate knowledge of equipment	H5 Respect/care for work equipment (turn monitors off when you're done)	H6 Report safety problems
1					

Categories	Behaviors						
I Use Proper Social Skills at Work	I1 Work well with others (customers, peers, coworkers, supervisors) **5** **3**	I2 Speak openly and honestly with coworkers **2** **4**	I3 Avoid inappropriate behavior (i.e. sexual harassment)	I4 Recognize when you are a problem for others **6** **7**			
J Coordinate Medical Billing	J1 Verify service authorization and pre-certifications	J2 Review code procedures and diagnoses	J3 Process patient demographics	J4 Process insurance billing	J5 Process insurance claims	J6 Process medical charges	J7 Process claim payments
	J8 Report to patient inquiries	J9 Resolve claim problems with third party payers	J10 Manage insurance follow up	J11 Analyze patient aged accounts	J12 Prepare patient statements	J13 Pursue professional development	

Legend

10 …..Critical Category   **10** …...Critical Behavior   **10** ………...Training Most Needed by New Workers   **10** …..Training Most Needed by Veteran Workers

Note: Numbers represent total votes from 10 of the 11 panelists.

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Employability Skills Profile: Medical Biller

Knowledge & Skills

- Communication skills
  - ◊ Verbal skills - speak professionally
  - ◊ Written (writing appeal letters, emails to Internal/External customers)
- Computer skills
  - ◊ MS Excel - spreadsheets, sum formula, use as calculator, templates
  - ◊ MS Word - writing appeal letters, spell check
  - ◊ EMR - need to be able to self-teach (companies provide training)
  - ◊ Email
  - ◊ Medical billing software
  - ◊ Windows
  - ◊ Internet Explorer (navigate the internet, research)
- CPT codes - modifiers
- EOB's (Explanation of Benefits)
- HCFA 1500 forms (health insurance claim form)
- HCPS codes (the Healthcare Common Procedure Coding System)

- HIPAA (health insurance portability and accountability act)
- ICD9 codes
- ICD10 codes
- Navigating multiple programs at the same time
- Interpretation skills
  - ◊ EOB's (explanation of benefits)
- Keyboarding/ten key skills
  - ◊ WPM< 40
- Math skills
  - ◊ Balance
  - ◊ "Run tape of checks"
  - ◊ Basic Math
  - ◊ Calculator
- Medical insurance process
- Multi-tasking skills
- Office equipment (see tools list)
- Organizational skills
  - ◊ workspace
  - ◊ workflow
  - ◊ email
  - ◊ resources

- Problem solving skills (think beyond, think differently)
- Terminology
  - ◊ Insurance
  - ◊ Medical
- UB40 forms
- Working knowledge of how to approach insurance
- Working knowledge of Medicare regulations
- Writing skills
  - ◊ emails
  - ◊ appeal letters
  - ◊ email etiquette

Future Trends & Concerns

- Healthcare is constantly changing - billers need to be able to adapt to change
- Changes all the time, constant, today, this week, this month, new reimbursement programs all the time
- Computerized records
- Move from paper to paperless
- More specialized, increase electronic
- Cell phone use is an issue
- New workers expecting to advance more quickly than possible
- Workers leaving after "trying job" and finding it's not for them
- Professionalism lacking in new workers
- Teamwork skills lacking in new workers
- Employees need good and continuous training
- ACQA's (incentives)
- ICD10 implementation and changes
- Technology from the other side makes it challenging
- Generational challenges (cell phones, flexibility)
- Others affecting others productivity goals
- Pay scale increasing
- Transition away from fees for services model challenges
- Workers expecting more flexibility with scheduling
- Veteran employees have difficulty multi-tasking (working 2 monitors, and phone, etc)
- Denials are growing - insurance companies are finding new ways to deny or delay claims

Traits & Behaviors

- Confident
- Conscientious
- Detail Oriented
- Determined (if fighting with payer)
- Diligent
- Focused
- Honest
- Patient
- Positive
- Self-aware
- Self-motivated
- Committed
- Professional
- Good work ethic
- Think beyond task at hand - see whole picture (and know what those expectations are)

Hiring Requirements

- H.S. Diploma/GED
- A.S. Degree preferred (for some)
- 1 year experience or training (for some)
- Internship (4 weeks for some, 12 weeks for some)
- References

Hiring Barriers

- Failing drug screen (urine)
- Credit check (for some)
- Check government sanctions
- Cannot provide enough references (3 required - 2 must be supervisor references)
- Background check - larceny, theft, fraud (if they lie on application and it's found on background check)

Certification/Licensure

Mandatory
- N/A

Helpful/Useful
- Hospital Billing Certification (for some)
- CMBS
- AHIMA certifications
- AAPC certifications

Physical Attributes

In order to perform the necessary functions of the job, the worker must be able to:
- Sit for minimum of 8 hrs (with breaks and lunch)
- Hear, or use appropriate accommodation to communicate with customers via phone/in-person
- Read information on computer screen - legally blind is OK, must be able to use computer screen
- Use hands to type (need enough dexterity and mobility to perform this function)

Workplace Expectations

- Need to be able to work as a team ("this is not an island")
- Need to be accurate, "In medical billing it's all about accuracy"
- Expect to always be busy, "There is never a slow time unless the power goes out", still work without power
- Job titles vary per size and type of institution/company where some may perform functions that are specialized positions in others.

Attendance/Work Shifts

Expectation:
- Flex schedule (some)
- M-F dayshift (30 minute lunch, two 15 minute breaks)
- Arrive a few minutes early every day, be ready to work

Call for termination:
- No call no show
- Constant attendance issues
- 12 unscheduled instances a year of late, calling in, leaving early (for some)

Appearance

- Professional image
- Good hygiene
- Business (extra attire)
- No logos
- No nail polish (when in a clinical setting)
- No beach attire (no flip flops, spaghetti straps, short shorts, nothing ripped)
- Stylish shoes that flip and flop OK
- Shorts are ok for some, not for some other companies
- Friday casual attire (still within dress expectation)
- No jeans, shorts, sneakers in hospital setting

Tools & Equipment

- Desk/cubicle
- File cabinet
- General office supplies
- Telephone

Hardware
- 10-key calculator
- Adding machine
- Computer (double monitors preferred)
- Computer hardware with modem (from home)
- Office machines - FAX, copier
- Printers
- Scanner
- Shredder
- Software

Billing software
- MEDENT
- EPIC
- Centricity

Books/Manuals
- Code link-book or software
- Coding books
- CPT book
- ICD10 book or software
- Medicare website
- Training manuals

Forms
- CMS-1500 form
- HCFA forms
- UB40 forms

New Worker Expectations

Most Disappointing/Lacking in New Hires:

- Commitment to wanting to work the job they were hired for
- The expectation for quick advancement
- Lack of computer skills *
- Lack of initiative
- Lack of experience
- Thinking outside the box

Reasons for Retaining Underperforming Workers:

- The employee exhibited excellent communication skills
- They were professional and mature *
- Positive attitude
- Drive to be a better employee
- Lack of replacement staff
- Some employers moved underperforming workers to other roles within the organization that were a better fit
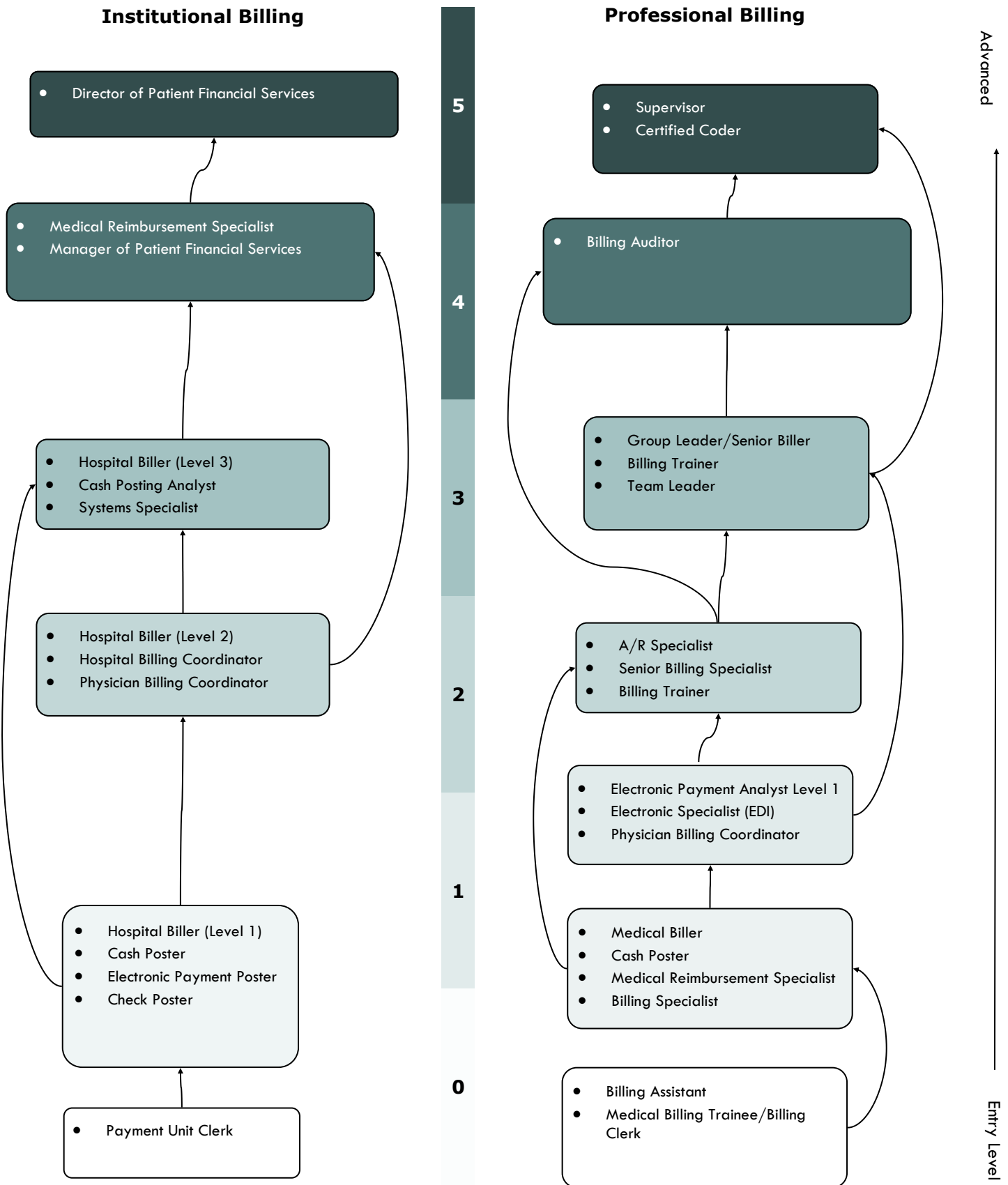
Most Common Reasons for Termination:
- Time and attendance issues

Note: Items marked with an asterisk (*) indicate concerns or reasons mentioned most frequently amongst panelists.

Acronyms

ACQA	Incentives ?	HIPAA	Health Insurance Portability and Accountability Act
AHIMA	American Health Information Management Association	ICD 10	International Class of Diseases (newest version)
CMA	Center for Medicare and Medicaid Services	ICD 9	International Class of Diseases
CMBS	Certified Medical Billing Specialist	IT	Informational Technology
CPT	Current Procedural Terminology	NGS	National Government Services (medicine)
EDI	Electronic Data Interchange	PPL	Prompt Pay Law
EMR	Electronic Medical Records	RA	Remittance advice
EOB	Explanation of Benefits	RHIO	Regional health information organization
EOM	End of month	RTE	Real Time Eligibility
ERA	Electronic Remittance Advice	TPA	Third party administrator
ERF	Electronic Remittance File	UB04	Health Insurance Claim Form
HCFA	Health Insurance Claim Form		
HCPCS	The Healthcare Common Procedure Coding System		

Potential Job Path for Medical Billers

Institutional Billing

5
- Director of Patient Financial Services

4
- Medical Reimbursement Specialist
- Manager of Patient Financial Services

3
- Hospital Biller (Level 3)
- Cash Posting Analyst
- Systems Specialist

2
- Hospital Biller (Level 2)
- Hospital Billing Coordinator
- Physician Billing Coordinator

1
- Hospital Biller (Level 1)
- Cash Poster
- Electronic Payment Poster
- Check Poster

0
- Payment Unit Clerk

Professional Billing

5
- Supervisor
- Certified Coder

4
- Billing Auditor

3
- Group Leader/Senior Biller
- Billing Trainer
- Team Leader

2
- A/R Specialist
- Senior Billing Specialist
- Billing Trainer

- Electronic Payment Analyst Level 1
- Electronic Specialist (EDI)
- Physician Billing Coordinator

1
- Medical Biller
- Cash Poster
- Medical Reimbursement Specialist
- Billing Specialist

0
- Billing Assistant
- Medical Billing Trainee/Billing Clerk

Advanced

Entry Level

Please note: The numbers in the shaded graph represents years of training and/or experience required. Job titles vary per size and type of institution/company where some may perform functions that are specialized positions in others. It is not necessary for a person to move through each of these phases of advancement to reach a particular position level. Companies differ on which titles are utilized for which rank of position. The titles and levels indicated are a measure of jobs typically performed from entry level (little to no experience and/or training) to more advanced skill level.

Onondaga Community College wishes to extend a special "thank you" to the following businesses for donating their expertise to the development of this employability profile for Medical Billing and to all of the managers and supervisors who served on this employer panel. Our program will be better because of your direction and guidance.