Billing and Coding Manager

Who We Are

Family Tree Clinic is a leader in sexual and reproductive health care in the Twin Cities and Minnesota. Founded by community activists and volunteers in 1971, our vision is to eliminate health disparities through innovative, personalized sexual health care and education for diverse needs. We work to achieve this vision through providing patient-centered health care services, community education and outreach; and through developing alliances across the state to promote sexual health and freedom in our communities. The staff at Family Tree is a team of committed, passionate, and smart individuals who work hard and are eager to learn and grow together as we provide services and education to our community.

Core Value Statements

Commitment to furthering social and reproductive justice: striving for and demonstrating a conscious awareness of cultural markers and lenses related (but not limited) to race, ethnicity, country of origin, religion, family narrative, gender identity, immigration status, gender presentation and expression, sexual orientation and expression, mental and physical ability, size, class, and age; sex positive; striving to center justice lenses in our daily work and long-term goals

Mission-focused: conveying passion for our mission with an understanding that our work evolves over time, and that there are many ways we accomplish our collective goals; supporting a workplace environment that is in service to our mission

Collaborative and accountable: being mindful of our differences and striving for self-awareness; accountable to colleagues, patients, clients and community members; acknowledging of one's own mistakes and striving to learn from them; supportive of ongoing learning

Direct and respectful: being honest, candid and straight-forward in a way that acknowledges the power of our words; assuming the best intentions when engaged in difficult conversations; conveying respect for each other and our clients; upholding workplace standards and Family Tree's mission in all of our interactions

Position Summary

The Billing and Coding Manager is responsible for overseeing billing functions, and overall patient fee revenue cycle. This position is responsible for developing effective and high quality standards, training and practices for billing services, defining and overseeing all billing functions and processes, assuring timely collection of payments, and generating accurate reports to support the financial management and revenue cycle of the clinical operations. The Billing Manager contributes to an organizational culture that is passionate, supportive, patient-and-client-centered and accountable to one another and our community.

Family Tree Clinic is an equal opportunity employer and is committed to building and maintaining a diverse staff that is representative of the communities we serve and live in. People of color, LGBTQ-identified individuals, and people from the local community are strongly encouraged to apply.

Billing and Coding Manager

Primary Duties:

Collaborative responsibilities

- Participate in organizational trainings, workshops, and meetings focused on racial justice & anti-oppression as able
- Collaborate with the Finance Director on grant related billing and financial reporting
- Evaluate and develop billing structures for new service lines including package bundling, sliding scale programs, and grant-funded services
- Serve as a resource for governmental reimbursement programs, including having a working knowledge of 340 B, Medicaid, and other state health insurance programs.
- Maintain accurate accounting of patient and insurance balances
- Oversee the process of decreasing outstanding patient and insurance balances
- Find appropriate funding for individual patient situations
- Basic troubleshooting of billing related technology
- Work closely with the Clinic Director and medical staff to ensure efficient and high quality clinic billing operations
- Serve on the Continuous Quality Improvement Committee as available
- Develop and maintain training materials, systems, and resources for Billing Associates and clinical staff
- Facilitate the Provider credentialing process
- Assist Front Desk staff with health insurance issues

Independent responsibilities

- Maintain an expert working knowledge of NextGen Electronic Practice Management System (EPM), and a working knowledge of the Electronic Health Record System (EHR, and File Maintenance)
- Evaluate, develop and implement billing plans, policies and procedures including new service lines, package bundling, sliding scale programs, and grant funded services.
- Evaluate existing billing processes to help identify process improvements
- Be available for complex patient complaints and billing questions
- Oversee patient payment plan process
- Respond to Chart Audits from Commercial and State insurances (as needed)

Program/department coordination responsibilities

- Credential all medical providers with Medicare and other federal government programs, the State of Minnesota, and all private insurances accepted in the clinic
- Follow up with providers to ensure timely documentation and accurate coding for visits
- Process all insurance claims and post all payments in a timely manner with an understanding of electronic claims and remittances
- Consistently monitor outstanding claims, troubleshoot problems and follow up to facilitate prompt payment

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- Oversee billing and revenue cycle related systems in the Electronic Practice Management portion of the Electronic Health Record System, NextGen (EPM)
- Oversee the disbursement of the “We Are Family” fund

Supervisory Responsibilities

- Supervise Billing Associates
- Train, mentor, and support Billing Associates

Additional Duties (not a complete list):

- Perform additional tasks and responsibilities as assigned.

Qualifications

Required

- Ability and willingness to challenge and change systemic and personal actions and behaviors that contribute to systems of oppression
- Certified Professional Coder
- 3-5 years of experience working as a medical billing and coding specialist
- 2+ years of healthcare management experience with supervisory responsibilities
- Experience working with insurance claims
- Understanding of primary code classifications: ICD -10-CM, ICD-10-PCS, CPT and HCPCS
- Experience using Electronic Practice Management systems and Electronic Health Records
- Strong interpersonal skills
- Knowledge of medical terminology and basic math
- Ability to perform and coordinate many different tasks at one time
- Ability to be flexible and handle interruptions
- In-depth knowledge of health insurance, especially Minnesota Healthcare Programs, Medicaid, and Medicare
- Experience credentialing medical providers

Preferred

- Customer service experience navigating conversations around money or other difficult topics
- Prior experience with 340B-TB modifiers and Medicaid billing compliance
- Experience with NextGen Electronic Practice Management, including EPM, EHR, and File Maintenance
- Bachelor’s Degree in Business, Health and Human Services,
- Strong, documented de-escalation and conflict resolution experience
- Knowledge about Family Planning and LGBTQ+ healthcare needs

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Salary & Benefits:

Starting hourly wage is $40 per hour based on experience and qualifications at or beyond what is required in the job description. This is a benefits-eligible position consisting of 11 paid holidays, 15 paid vacation days and 15 paid sick days to start (paid time off increases after one year), 2 paid personal days; medical, dental, vision, life, and long-term disability insurances; a 401k with employer matched contributions.

Hours: 40 hours/week

Supervisor: Finance Director

Typical Working Conditions: The person in this position uses Family Tree's Internet-based telephone system to place and receive calls and typical office equipment like a computer, printer, copier, and fax machine. Average days will be spent looking at computer screens at a sit-stand desk. May periodically require some evenings and irregular hours of work. Combination of office and clinic environments with hazards common to clinical environments including potential exposure to communicable diseases.

To Apply: Please email cover letter and resume to Willow Nichols (she/her) at **wnichols@familytreeclinic.org.**

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