



Billing Associate

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 Associate 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 Associate 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.



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Primary Duties:

Collaborative responsibilities

- Participate in organizational trainings, workshops, and meetings focused on racial justice & anti-oppression as able
- Serve as a resource for governmental reimbursement programs, including having a working knowledge of Medicaid and other state health insurance programs
- Decrease outstanding patient and insurance balances by collecting payments and finding appropriate funding for individual patient situations
- Maintain a detailed knowledge of technology and systems troubleshooting and triage in order to support daily clinic operations
- Work closely with the Clinic Director and medical staff to ensure efficient and high quality clinic operations
- Serve on the Continuous Quality Improvement Committee as available
- Develop and maintain training materials, systems, and resources for clinical staff
- 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)
- Be available for patient complaints and billing questions
- manage patient payment plans
- 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
- Ensure patient statements are accurate and mailed in a timely manner
- Maintain 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

- There are no supervisory responsibilities in this position

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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
- At least one year of experience working as a medical biller OR working with insurance claims and medical coding
- Experience using Electronic Practice Management systems and Electronic Health Records
- 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

Preferred

- Customer service experience navigating conversations around money or other difficult topics
- Experience with NextGen Electronic Practice Management, including EPM, EHR, and File Maintenance
- Strong, documented de-escalation and conflict resolution experience
- Knowledge about Family Planning and LGBTQ+ healthcare needs

Salary & Benefits:

Starting hourly wage is \$21.60 or higher based on experience and qualifications beyond what is required in the job description. This position is eligible for paid holidays, vacation and sick time, and the 401K plan, contributions to which are matched by Family Tree dollar for dollar up to 2% of wages.

Hours: 15 hours/week, schedule to be determined

Supervisor: Finance and HR 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.

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