

### **BENEFITS COORDINATOR**

**DEFINITION:** Under general supervision, performs work of moderate difficulty serving as the primary administrator for third party billing between the Department of Behavioral Health Services programs, federal and state government agencies and private health entities; responsible for coordinating and submitting billing claims to third party payers; ensures quality/continuity of compliance with established policies and procedures; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list of duties and responsibilities is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.

#### **TASKS:**

Coordinates and evaluates the department's third party billing operation; evaluates program billing operation for consistency and improvement; serves as technical advisor where discrepancies arise; responds to third party post-payment reviews, denials and exclusions; ensures expenditures of funds collected from third party reimbursement meets conditions and established requirements; reviews records for documentation consistency and adequacy.

Monitors program billing operation for fraudulent activity; ensures department's risk management operation prevents losses resulting from employee errors, neglect, fraud and/or technological malfunctions; established internal controls and procedures to detect irregularities; assures computations and billing documents are accurate and transmitted; monitors automated transmission of all third party claims in a timely manner; receives, examines and processes claims to assure claims are completed with appropriate supporting documents; identifies inconsistencies and discrepancies by notifying staff for complete charge capture; provides billing reports in support of performance measures to senior management.

Coordinates billing documents with department finance section reflecting stable billing and coding execution activities, obligations, payments, corrections and adjustments as part of operating fiscal management responsibility for overall department; evaluates financial and data reports of billing obligations and expenditures; utilizes accounting methods and procedures; conducts analysis and validation of transactions to resolve billing invoice and voucher inconsistencies; monitors third party reimbursements, MOUs, MOAs with private health entities; attends related governmental meetings/consultations when necessary.

#### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of third party billing and coding, practices and applicable standards.

Knowledge of coordinating billing documents reflecting stable billing execution activities, corrections and adjustments.

Knowledge of and ability to resolve complex billing transactions.

Knowledge of the Health Insurance Portability Accountability Act (HIPAA) regulations regarding electronic application and fraudulent schemes/activities.

Knowledge of working with a comprehensive body of regulations related to the electronic health records management information system.

Ability to coordinate, communicate and demonstrate customer service and interpersonal skills with third party programs, healthcare professionals and customers.

Ability to manage fiscal matters, forecast educational and training resources and equipment needs and identifying budget needs.

Ability to resolve complex billing transactions and maintain the integrity of confidentiality of sharing electronic health records/medical information.

**BENEFITS COORDINATOR**

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves a minimum of physical effort in an office setting.

**MINIMUM QUALIFICATIONS:**

- A Bachelor's degree in Health Administration, Public Health, Psychology or related field; and four (4) years of experience working with medical records and claim forms, electronic billing, Medicaid, Medicare, federal and/or state contracts.

**PREFERRED QUALIFICATIONS:**

- A Master's degree in Health Administration or closely related field.
- Two (2) years of case management experience.

**SPECIAL REQUIREMENTS:**

- A favorable background check.
- Possess a valid state driver's license.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.