



700 Columbine St., Sterling, CO 80751 - (970) 522-3741 - 877-795-0646 - [www.nchd.org](http://www.nchd.org)

## **JOB DESCRIPTION**

**JOB TITLE: PUBLIC HEALTH BILLING SPECIALIST (FULL-TIME)**

**UPDATED: 04/05/2021**

### **GENERAL STATEMENT OF DUTIES:**

A Public Health Billing Specialist will execute all COVID-19 medical billing activities for the agency. Tracks and monitors payments and flow of insurance claims. Helps resolve issues with medical billing for both internal and external customers. Also assists with COVID-19 Response team efforts including vaccination PODs, investigating and conducting case investigations, contact tracing, answering COVID-19 Information Line calls, and issuing resource referrals.

### **SUPERVISOR | DEPARTMENT**

Director of Operations | Administration/COVID Response

### **LOCATION:**

- Logan County Office or Morgan County Office

### **PRIMARY DUTIES:**

*Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class. The Northeast Colorado Health Department retains the right to modify or change the duties or essential and additional functions of the job at any time.*

The PH Billing Specialist will be a key member of the Administration & COVID Response Team by executing all COVID-19 related billing activities for the agency. This will include tracking, monitoring and processing payments and the insurance claims. The role will also include duties to assist with COVID community activities such as contract tracing, assisting with vaccination and testing PODs, and other response team efforts as needed. The Public Health Billing Specialist will make an impact at NCHD and in the community through the following activities:

- Process medical insurance and billing paperwork
- Perform all COVID medical billing data entry, and other medical billing as needed
- Work directly with all 3<sup>rd</sup> party medical insurance organizations
- Stay current on coding and trends related to medical billing
- Manage and resolve issues as it relates to internal and external COVID medical clients
- Assist with coordination, logistics and participation in COVID-19 testing and vaccination pods
- Answer COVID related telephone calls from the public, as needed
- Identify and collect contact details of household members and other positive case contacts
- Provide resource contacts to positive cases and household contacts (social support structures, testing sites, clinical care, etc.)
- Provide education about isolation and quarantine procedures for cases and household contacts

### **QUALIFICATIONS:**

A successful Public Health Billing Specialist will have the following traits and abilities:

- Experience in medical billing and/or medical insurance processing
- Strong work ethic and passion for community health.
- Ability to handle confidential information with discretion and professionalism.



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- Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals during a time of crisis; strong empathy skills to handle challenging issues.
- Excellent computer skills, including Microsoft Office, word processing, spreadsheets, and databases.
- HS Diploma or GED required
- 2 years of experience in medical billing. 2 years of experience in public health, human services, social work, behavioral health, wellness, health care management and/or related field preferred. Experience can include volunteer or internship experience, a plus.
- Must possess a valid driver's license and have access to dependable transportation readily available for business use.
- Ability to speak, read, and write English fluently (Spanish is not required, but a plus)
  - Bilingual Incentive: NCHD compensates bilingual employees with an additional salary stipend to recognize the value it brings to our operations.

#### **WORKING ENVIRONMENT:**

- Activities involve standing, sitting, driving, stooping, kneeling, climbing, lifting and carrying, transferring objects, reaching, pushing and pulling.
- Stairs are present in many offices.
- The climate and/or temperature may not be comfortable at times.
- Office equipment will be used including calculators, copy machines, telephones, keyboards and computers. Skills and activities require fine motor dexterity, good vision, good hearing and clear speaking.
- Travel is expected of all staff throughout the 6 county region (Logan, Morgan, Phillips, Sedgwick, Washington and Yuma).

#### **DRUG-FREE WORKPLACE STATEMENT**

The Northeast Colorado Health Department is a drug-free workplace that provides employment opportunities in compliance with all pertinent federal, state and local laws and values that promote employee participation in the delivery of quality services to and on behalf of the community.

#### **EQUITY IN THE WORKPLACE**

NCHD celebrates diversity in the workforce. We welcome applicants of all ages, ethnicities, genders, sexual orientations, and religions.

#### **HIPAA STATEMENT**

Employees are required to maintain sensitive and confidential client information according to the HIPAA policy.

#### **EMERGENCY PREPAREDNESS AND RESPONSE DUTIES**

Employees are required to complete emergency response training, exercises, and drills to prepare for a public health emergency. Employees required to support public health emergencies, incidents and events.

#### **OTHER**

The Public Health Response Billing position is a full-time position funded by grants for 24-36 months. While there is no guarantee of continued employment if funding is discontinued, NCHD will attempt to place the affected employee in a position of equal responsibility and wage, if a position is open and available.