



**THE LEARNING CENTER
FOR THE DEAF**
AUDIOLOGY CLINIC

POSITION: OFFICE MANAGER

Supports effective functioning of Audiology Clinic. Provides medical insurance billing, coding, and collections. Assists with customer service to patients by answering phones, scheduling appointments, checking in patients, maintaining electronic medical records, and performing other duties as assigned.

REQUIREMENTS:

- Medical billing and coding certification or commensurate experience
- Proficient understanding and experience with IDC10 and CPT coding
- Awareness of issues with reimbursement and collections
- Follow HIPAA and policies and procedures
- Excellent analytical, verbal, and written communication skills
- Ability to effectively handle details with accuracy
- Experience with practice management software
- Flexible, motivated, organized, and team-oriented
- ASL fluency preferred, willingness to learn required

SUPERVISOR: Director of Audiology Clinic

FUNCTIONS AND RESPONSIBILITIES:

Researches, understands, and processes insurance billing and private pay billing. Determines actual payment due for office visit or hearing aid dispensing. Post payment from patients and multiple insurances for balance due. Responsible for contracting insurance company and coordinating copay or deductible required

Communicates with insurance companies pursuant to fee schedules. Initiates dialogue regarding increase in fees to be paid. Follows up all unpaid claims to be certain full payment is forthcoming. Draws up necessary letter or documentation for appeal process if claim is denied.

Liaison person to insurance companies and agencies (example Massachusetts Rehab Commission) to negotiate increase expense allowances for dispensing hearing aids and follow-up care.

Carries out preliminary fact gathering and preliminary paperwork for all contract renewals and original contract applications.

Sets up and fills out financial reports according to proposed requirement.

Prepares weekly payment sheets for accounting office. Also prepares monthly statistics formatted in accordance with TLC auditors for ease in end of fiscal year reports. Provides all end of year statistics.

Generate accurate monthly revenues and accounts receivable. Responsible to have posted, understand, and verify all elements that make up the monthly revenue and accounts receivable.

Sets up medical charts in compliance with clinic licensure requirements. Makes certain that all administrative aspects of the clinic are compliant with the Department of Public Health as well as all contracted insurance, understanding that a spontaneous site visit is likely.

Initiates and assists with business and marketing projects to promote the outpatient audiology program including sending promotional materials to referral agencies, sending marketing packages to patients, and helping with sales of equipment.

Sends reminder notices to patients for past due payments. May need to speak with patients about payment problems and/or collection process. Must work with insurance agencies regarding payment problems.

Promotes clinic with speaking to prospective clients on the phone. Versed in latest hearing aids being dispensed. Ability to assess needs of person calling and tailor response to potentially interested client in coming to the clinic.

Perform other tasks as assigned by the Department Supervisor.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

TLC is proud to be an equal opportunity employer and all employees and applicants for employment are afforded equal opportunity in every area of hiring and employment without regard to race, color, religious creed, national origin, ancestry, sex, gender identity, age, criminal record (inquiries only), handicap (disability), mental illness, retaliation, sexual harassment, sexual orientation, genetics, active military, and any other legally protected characteristic.