



Senior Medical Billing Specialist

Job Description

Department: Health
Position: Career Service
Grade: 720
Supervisory: Lead
Reports to: Bureau Director - Nursing or
Division Director - Nursing

Summary

Under general supervision of a Bureau Director – Nursing or the Division Director – Nursing, performs billing functions using electronic database and/or paper billing procedures. Performs quality assurance activities. Ensures effective and efficient documentation and tracking of medical billing-related transactions. Transactions include billing and/or reimbursing Medicare, Medicaid, private insurance companies, and other private entities, including individual clients. Incumbents serving in this classification are capable of training and leading others.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ensure accuracy of billed claims; review reports of billing claims daily, weekly, and/or as needed; research and correct errors for resubmission of claims.
2. Compile and review invoices and billing statements for accuracy; follow up on payment issues and past due billings, including collections; update and maintain accounts; make billing and payment arrangements with clients and companies, if needed; identify delinquent accounts and prepare files to turn over to collections, as needed.
3. Work professionally with collections agencies, as needed.
4. Work with public and private agencies to initiate billing processes; communicate with agency representatives to ensure processes are working correctly; update information pertaining to established and updated procedures on a regular basis.
5. Answer telephones and assist callers with billing questions; receive, distribute, and organize incoming and outgoing correspondence and files.
6. Work with Bureau Director or Division Director to update billing agreements with insurance companies to maintain billing ability, ensuring they are reviewed and signed by appropriate individuals before they lapse.

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Class Code: 6610
Class Title: Senior Medical Billing Specialist
FLSA: Non-Exempt
Effective Date: 9/3/2025
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

7. Generate periodic monthly, quarterly, or annual reports for management review and submission to county, state, and federal agencies as required by various statutes, regulations, or funding requirements.
8. Respond to financial and account questions from companies, clients or county employees; conduct research for office projects and billing/accounting, as needed.
9. Ensure billing processes are working correctly; serve as liaison with Medicare, Medicaid, and insurance representatives; furnish providers with updated fee schedules, as needed.
10. Establish and maintain various files and record systems.
11. Distribute and organize incoming and outgoing correspondence and files.
12. Function as lead worker; provide training and assistance to Medical Billing Specialists; monitor performance and provide input for performance evaluations and/or additional training.
13. Assist Bureau Director or Division Director with development of CMS Fraud, Waste and Abuse annual trainings for appropriate employees.
14. Identify, recommend, and collaborate with potential third-party vendors to modernize, facilitate, and improve effective billing practices and procedures.

Knowledge, Skills, and Abilities

- Knowledge of medical billing practices and procedures
- Knowledge of laws related to medical billing, including Medicare, Medicaid, and other Federal programs
- Knowledge of medical billing terminology
- Knowledge of County Regulations and Services
- Knowledge of Center for Medicare/Medicaid Services (CMS)
- Knowledge of insurance regulations, policies, and practices related to payment for services
- Knowledge of contract terminology and requirements
- Knowledge of bookkeeping and filing procedures
- Skilled in reading, writing, spelling, and grammar
- Skilled in various computer systems and applications, including word processing programs, electronic medical records, and use and creation of basic spread sheets
- Skilled in data entry and operating a 10-key calculator
- Ability to maintain professional and cooperative working relationships with those contacted during the course of work activities
- Ability to type accurately and at an acceptable rate, based on job duties
- Ability to communicate professionally and effectively, both verbally and in writing
- Ability to meet strict deadlines related to billing requirements
- Ability to maintain attention to detail while ensuring accuracy despite frequent interruptions
- Ability to respond to billing questions and concerns from co-workers, supervisors, and the public
- Ability to exercise independent judgment in researching and solving problems
- Ability to conduct fiscal research and promptly respond to client questions

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- Ability to respond to angry patrons with tact and diplomacy
- Ability to train and lead others

Supervisory Responsibility

This position has no direct supervisory responsibility but does serve as a lead to some and as a coach and mentor for related positions in the department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as a computer, smartphone, photocopiers, scanners, fax machines, shredders, and filing cabinets. The noise level in the work environment is usually moderate. Work occasionally exposes the incumbent to high-stress situations, including contact with clients and/or the public in uncomfortable, confrontational, and emotionally charged circumstances. The incumbent may be required to drive personal or Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee works for sustained periods of time viewing a computer terminal and monitor and must maintain concentration and attention to detail. The employee is required to type, file, and lift office supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

Position Type/ Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. Expected work hours are 8 am to 5 pm. However, there may be availability to work out a flex schedule ahead of time that works for both the County and the employee, with advanced approval from administration. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. Associate degree in accounting or a related field.

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2. Three (3) years of complex clerical work experience, including two (2) years of experience in medical coding and billing.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.
2. Preference may be given to applicants with lead medical billing experience.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.
3. Selected applicants shall be strongly encouraged to receive immunizations according to the Center for Disease Control and/or Utah County Health Department Policy.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

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 of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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