Downloaded from <https://www.velvetjobs.com/job-descriptions/billing-collections>

# Example of Billing Collections Job Description

Our innovative and growing company is looking to fill the role of billing collections. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for billing collections

* Responsible for performance management of patient team members including assessing current-state skills and capabilities then creating and executing individual development plans to improve individual and team performance
* Responsible for providing career counseling and development to enable each patient team member to reach his or her potential and to fulfill their career aspirations
* Responsible for delivering routine and consistent feedback to members of the team using informal and formal methods including but not limited to the Ulysses Coaching and Mentoring program, the departments Quality Monitoring program and the formal mid-year and annual review process
* Responsible for utilizing the company’s rewards and recognitions programs to highlight team member’s contributions and successes
* Responsible for maintaining updated job descriptions, roles and responsibilities and goals for the different roles within the team and ensuring that each team member has reviewed and signed off on their respective job description
* Responsible for promoting a productive work environment for the patient team members by ensuring they have access to the tools and resources to be successful
* Responsible for the assignment of tasks to the members of the patient team including assignments to projects and/or production support, reporting or any other special project or duties as deemed necessary and appropriate
* Responsible for measuring and monitoring the quality of work delivered by the patient team members
* Responsible for supporting the patient team members in meeting their commitments on assignments
* Responsible for administrative support and oversight of the patient team to include PTO management, timesheet approvals, weekly status updates and other administrative tasks deemed necessary and appropriate

## Qualifications for billing collections

* Responsible for onboarding and training of new patient team members
* Responsible for providing support and direction to the other RCM team members on project related items needing assistance or escalation
* Provide support and direction to other members of the RCM team to assist in developing functional knowledge in areas of expertise
* Ensures the coordination of invoice activities leading to timely reimbursement of receivables using available resources including databases, internet, and telephone
* Researches and resolves denials received that have not passed payer edits and may lead to a final appeal of denied services
* Provides guidance, assistance, education, and communications with internal and external customers related to insurance and government payers claims processing protocols