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# Example of Billing Customer Service Job Description

Our company is looking to fill the role of billing customer service. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for billing customer service

* Review billing cases on an individual basis which includes, but is not limited to investigating and managing all credits, refunds, chargebacks and subscription extensions
* Work closely with third party customer service vendor to provide training, tools and an understanding of billing guidelines in order for them to carry out billing transactions on a controlled basis
* Manage billing hotline and ensure that proper support is being provided to our customers who are reaching out to us via this channel
* Provide exceptional customer service by communicating via telephone and in writing with Agents and Policyholders, internal departments, regarding billing inquiries and service requests
* Build rapport with agents and internal departments
* Manage and utilize time effectively, assist others within the unit, to ensure department meets required service levels for improved customer satisfaction results
* Maintain the Standard of Customer Service Excellence expected for the Assisted Living Platform within Omnicare, Inc
* Work in conjunction with Senior Living Specialists to maximize penetration
* Pre-onboarding efforts with telephone calls and email campaigns in communities to residents, responsible parties and staff
* Utilize Assisted Living platform tools to promote Omnicare’s service to residents, responsible parties and staff

## Qualifications for billing customer service

* Experience with Microsoft Word which includes the ability to type 30 to 35 wpm, create simple word document, modify existing word documents patient letters, and multi-task by typing while on the phone
* Minimum of one (1) year experience in medical billing and/or patient accounting, claims adjusting on a complex on-line system
* Working knowledge of Microsoft Excel and other business software
* Familiar with medical terminology, revenue codes, CPT-4 and ICD-9 (10) CM coding
* Basic knowledge of state and federal insurance regulations, including the Fair Debt Collection Practice Act for Federal, State and Regional laws
* Knowledge of bankruptcy, workers compensation, and insurance regulations, as they pertain to collection issues