

**INGHAM COUNTY
JOB DESCRIPTION**

CLINIC INFORMATION TRAINING COORDINATOR - HEALTH

General Summary:

Under the supervision of the Lead Senior Accountant, trains staff in the use of the automated clinic information system used for client billing and reporting purposes and serves as primary resource for all clinic and registration staff regarding questions, problems, and changes that occur. Provides training and explanations of various and separate insurance eligibility databases. Identifies problems and errors with data input and corrects inaccurate data, instructing staff on the correct procedures. Maintains the clinic information system training manual. Coordinates the activities of two staff in the Billing and Reporting Unit, including scheduling for backup staffing in clinics due to extended absences.

Essential Functions:

1. Provides training to new staff in the use of the clinic information system. Arranges training times and develops training materials. Provides ongoing training for all staff in changes and updates of the system, including complex insurance plans and training in the reading and interpretation of various eligibility databases.
2. Makes presentations to clinic information system users and health department staff on various billing and reporting requirements. Provides group training in health center staff meetings, conducts regular site visits to inspect billing records to ensure proper procedures are followed, and offers explanations of changes as required.
3. Serves as the resource person regarding the clinic information system for clinic registration and billing staff, including explanation of various mandatory coding systems and ongoing re-design of clinic encounter forms. Answers questions, resolves problems, and provides additional training as necessary.
4. Develops month end summary reports for all departmental billing sites using patient management system reports and spreadsheet software. Summarizes the status of departmental data entry to determine the processing schedule of billings, in consultation with clinic staff.
5. Balances month end reports, correcting errors in data, notifying the appropriate staff, and providing additional training as necessary. Balances all first party payments applied in the clinic information system to the Accounting Department receipt records to ensure proper payment is applied to patient accounts. Assists in monitoring Women's Health Prenatal caseload for billing of services provided.

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6. Maintains the clinic information system procedure manual. Prepares and distributes updates to staff and provides assistance to staff in the maintenance of their manuals.
7. Works with clinic staff on updates and changes needed on encounter forms and reports.
8. Coordinates the activities of two staff in the Billing and Reporting Unit, including scheduling for backup staffing in clinics due to extended absences. Serves as back-up for clinic and billing and reporting staff as necessary due to temporary staff absences.
9. Reviews bulletins, updates and announcements from various sources to determine if new information will affect any policies or procedures, and communicates to appropriate staff and managers.
10. Supplies various administrative and provider staff members with Internal Management Reports including an electronic database of clinic visit reports, provider productivity reports, procedure summaries and age/sex/race user reports.

Other Functions :

11. None listed.

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

Employment Qualifications :

Education: High school graduation or equivalent, plus specialized medical billing and terminology training acquired in the first year of college, technical or business school.

Experience: **Three to five** years of customer service experience including analysis of client accounts and resolving client billing concerns, preferably in the medical insurance billing field.

Other Requirements:

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

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Physical Requirements *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements]:*

Ability to access office files.

Ability to enter and retrieve information from computer.

Ability to access charts and other records and documents.

Ability to operate copy machines and other office equipment.

Stooping, kneeling, and crouching to retrieve and put away supplies and materials.

May require the ability to lift and carry equipment weighing up to 30 lbs.

May require the ability to climb ladders and step stools to access shelves.

Working Conditions:

Works in office conditions.

