

**HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS**

**Does not Discriminate on the Basis of Race, Color, National Origin, Sex, Religion, Age,  
or Disability in Employment or the Provision of Services.**

*We are proud to be a drug free workplace. Screening tests for illegal drug use may be required as a condition of  
employment.*

<b>Date:</b>	2/13/2018	<b>Department:</b>	Public Safety (5105)
<b>Title/(Status)/Job Code:</b>	EMS Billing Technician (1055)	<b>Reports To:</b>	EMS Manager
<b>Pay Grade/Salary Range:</b>	PG – 103 \$22,488.97 -\$34,857.90	<b>Closing Date:</b>	Until Filled

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Completed applications for employment with Highlands County may be submitted in one of two ways: 1) a printed job application submitted to our Human Resources department located at 600 S. Commerce Ave, Room B233, Sebring, FL 33870 (either in person or by mail; or 2) fax a printed application to 863-402-6508. Any qualified employee of the Board (see job description below for MINIMUM QUALIFICATIONS) may request consideration for this position by submitting to Human Resources an approved Bid form. Employee bids and applications for this position may not be received after five o'clock (5) p.m. on the closing date stated above without the specific permission of Human Resources.

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**GENERAL DESCRIPTION:**

A skilled position responsible for moderately complex and varied clerical and secretarial work including accurate typing/word processing. Provides technical support to field personnel by analyzing and reviewing information provided through an electronic reporting system which contains sensitive HIPAA patient information regarding patient care and transportation.

**ESSENTIAL JOB FUNCTIONS:**

The following statements describe the principal functions of the job and its scope of responsibility but should not be considered an all-inclusive list of work requirements. Individuals may perform other duties as assigned.

- Processes billing and claim information by utilizing patient HIPAA sensitive medical reports, patient conditions, status and other related Medicare, Medicaid and any other applicable insurance.
- Provides billing and contact information to both patients and medical providers in regards to medical and non-medical transportation and prepares charting and/or casework as requested.
- Acts as a professional liaison to advise and consult with EMS personnel, contracted billing agencies, patients, medical personnel, nursing facility personnel, hospital personnel and legal associates.
- Receives, sorts and prepares daily paperwork and reports.
- Verifies completion of EMS patient care reports on a daily basis to include reports generated the previous weekend.
- Reviews and verifies incoming patient documentation for completion and communicates any report inadequacies with EMS staff.
- Will be required to attend educational seminars and assist with special projects.
- Maintains a professional and safe unit and work area adhering to established safety policies and the image desired for the organization.
- Follows consistently the Board policies and procedures.
- Responds productively to change and performs all other related tasks as directed.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of principles and practices associated with medical records, reviewing medical records and reporting, techniques and application processes for work problems.
- Knowledge and ability to learn and retain applicable office, county, state and federal laws, rules and regulations relating to emergency medical services.
- Knowledge and ability to accurately follow diagram, verbal and written instructions.
- Skill in spelling accurately and performing simple arithmetic calculations.
- Ability to use good judgment, make independent decisions and work independently.
- Ability to become familiar with other legal, medical, social services agencies and resources.
- Ability to organize and manage a large number of emergency medical services patient charts, records, reports and related documents.
- Ability to change priorities as job duties require while maintaining acceptable proficiency levels.
- Ability to add, subtract, multiply and divide. Ability to calculate figures and amounts such as interest and percentages.
- Ability to communicate effectively both written and orally.
- Ability to maintain effective working relationships with co-workers, managers, supervisors, directors, Elected Officials, vendors, and the general public.

## **PHYSICAL SKILLS:**

The person in this position: Must be able to remain in a stationary position for 50% of the time. Must be able to frequently position self to reach files and other office items located on low shelves or the floor. Must be able to inspect and assess daily email and postal mail correspondence. Frequently communicates with the public, vendors, and co-workers. Must be able to exchange accurate information in these situations. Frequently operates various types of office equipment to include, but not limited to a computer and copy machine. Occasionally ascends/descends stairs. Rarely moves materials and office equipment weighing up to 25 lbs. Constantly works in an indoor environment. Rarely works in inclement outdoor weather conditions. Rarely operates motor vehicle for up to four (4) hours continuously or intermittently.

## **MINIMUM QUALIFICATIONS:**

### **1. EDUCATION AND EXPERIENCE:**

Graduation from an accredited high school or possession of an acceptable equivalency diploma and Five (5) years of experience in customer relations/customer service which includes dealing with the public regarding problems, problem solving, inquiries and solutions. Experience shall also include clerical, charting and record keeping.

### **2. LICENSES, CERTIFICATIONS, OR REGISTRATIONS:**

Must possess a valid Florida driver's license while employed. Must be commissioned as a Notary in the State of Florida or qualify to receive commission as a Notary within six (6) months of employment. Must attain Certified Ambulance Coder Certification within six (6) months of employment and maintain certification.

## **OTHER JOB RELATED REQUIREMENTS:**

Disaster Essential