



# City of Caribou

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## Ambulance Billing Office Manager Job Description Last revision: December 2016

**Title:** Ambulance Billing Office Manager

**Reports to:**

**Grade:** 8

**Salary:** \$21.17-\$23.41 per hour (\$44,042 to \$48,685 annually)

**Status:** Hourly/40, Non-exempt

**Job Description:** Ambulance Billing Office Manager is the senior position in the ambulance billing division. This position is responsible for the overall operations of a complete ambulance billing, accounts receivable, and collection program for the City of Caribou and contracted services. This position requires the supervision of employees in this division.

### **Job Duties and Responsibilities as an Ambulance Billing Technician I:**

- Administer the process of ambulance patient billing and management reporting for the ambulance billing division
- Insure timely billing and control of all ambulance records while monitoring the accounts receivable program
- Create and Maintain relationships with Medicare, Mainecare, and private insurance carriers
- Negotiate fee structure rates
- Accounting for contracts; contract compliance
- Federal and state agency certifications, Medicare evaluations
- Maintain IT systems and billing program IT requirements
- Oversee and prepare the ambulance call charges for bill submission to Medicare electronically, Medicaid and private insurance billing on 1500 HCFA forms and patient billing
- Maintain and update ICD codes as needed
- Process payments to patient account and make daily deposits, including travel to bank, as needed
- Monitor the aging process on 30, 60, and 90-120 day old accounts
- Present cases for review with Medicare, Medicaid and private insurance
- Maintain proper filing order of accounts
- Approve and prepare delinquent accounts for collection
- Reconcile daily, monthly, and yearly reports
- Review contracts with insurance companies and or collection agencies
- Research various ambulance billing topics and concerns

- Must maintain HIPPA confidentiality requirements
- Ability to interpret written medical reports
- Ability to work independently and as part of a team
- Process refunds due to overpayments from clients or insurance companies
- Development and preparation of revenue budgets; assist contracted services in budget development and preparation

**Position Requirements:**

- Commitment to public service
- Must possess applicable knowledge of state and federal statute as well as municipal ordinance guidelines
- Possess knowledge of ICD coding
- Knowledge of general office practice and proficiency with all types of modern office equipment, including Microsoft Office Suite
- Have experience or proven ability in dealing with people from a wide variety of socio-economic backgrounds
- Must have ability to perform specialized interviewing and investigative work, prepare detailed correspondence, records and reports
- Must be able to relate to the needs to clients and patients in a caring and compassionate manner
- Must be familiar with all aspects of medical insurance companies
- Must have record keeping or accounting skills and contract compliance experience
- Must be able to problem solve
- Must possess knowledge of medical terminology and anatomy
- Must deal effectively with the public in all manners of communication
- Requires above average communication skills in both verbal and written format
- Accurate keyboarding skills
- Maintain moderate lifting requirement
- Supervisory skills
- Other duties as required
- Sense of humor

**Desirable Experience and/or Training:**

- Minimum of 5 years experience in medical billing as well as education and/or formal training in medical terminology and anatomy
- Experience in general office practice, administration, and office equipment
- Supervisory experience preferred
- Experience in bookkeeping or accounting

**Working Conditions & Physical Demands:**

- Work is performed in a normal office environment subject to frequent interruptions, not subject to extreme variations of temperature, noise, odors, etc.
- Operates computer, printer, photocopier, scanner, shredder, voice recorder, fax machine, and other basic office equipment.
- Work requires extended periods of sitting, reaching, typing, and mousing, which requires eye-hand coordination and finger dexterity. May occasionally require lifting and/or moving objects up to 25 pounds.