

COLONIAL INTERMEDIATE UNIT 20  
POSITION DESCRIPTION

TITLE: Clerical Support Graphics Department and Medical Billing

CLUSTER: Cluster 3

QUALIFICATIONS: Typing, filing, word processing, graphic design skills, calculator skills, telephone courtesy, high level of confidentiality, effective oral and written expression, proficient use of contemporary office equipment, excellent organizational skills and abilities, ability to understand and follow written instructions, ability to stand and sit for long periods of time, good customer service skills, general overall knowledge of the graphic arts industry, and the ability to remain knowledgeable on all current software programs pertaining to typesetting and design, ability to lift up to 40 pounds. Intermediate level experience with Microsoft Office.

REPORTS TO: Printing Coordinator (Graphics Department)  
Assistant Director of Business Services (Medical Billing)

LOCATION: Colonial Intermediate Unit 20 Office

JOB GOAL: Responsible for clerical support for the graphics department and the medical billing department. To perform all functions necessary to support the Printing Coordinator and the medical billing office. Ensure effective and efficient office operations. Be an integral part of the IU vision and mission.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Record Keeping

Maintain all records and pertinent files relative to the Partial Hospitalization and Provider 50 programs; open and sort, by payer, medical billing incoming mail in order to provide case status notifications; maintain record keeping for client's Medical Assistance, Managed Care Organizations and insurance eligibility; maintain Partial Hospitalization and Provider 50 billing files; file invoices, authorizations, encounter forms; prepare billing files for new entrants and providers; remove discharged clients; duplicate Provider 50 time sheets for payroll and filing.

2. Medical Billing

Perform all duties necessary to bill all services associated with the Partial Hospitalization and Provider 50 programs, as well as complete any requests to the satisfaction of the Assistant Director of Business Services and the Resolve Billing Coordinator, enabling them to maintain manageable and effective programs within the Intermediate Unit 20; to be responsible for the Provider 50 time sheets and assignment sheets; research time sheets and assignment sheets as requested; prepare and mail third party insurance billing; resubmit unpaid third party insurance claims to secondary coverage; prepare and mail

hard copy claims as needed; enter insurance records into the computer master file and file backup paperwork; obtain copies of Magellan Explanation of Benefits statements; post checks in the Medical Billing System; act as backup for the electronic billing process.

3. Office Duties and Responsibilities

Ensure effective and efficient office operations by maintaining confidentiality; providing quality work; improve process efficiency; manage phone calls; maintain staff schedules; manage appointments; handle mail and correspondence; maintain file systems; complete and monitor duplication and lamination requests; maintain work area; participate in the work sharing process; assume additional responsibilities; attend office trainings, workshops, and conferences; extend courtesies to staff and visitors; follow IU policies and procedures; be an integral part of the Intermediate Unit's vision and mission by working as a team member, contributing to and achieving department goals, updating supervisor(s) and team members on potential opportunities.

4. Printing and Graphics Support

Assist the graphics department in the design/layout using desktop publishing software, scan graphics and photographs; perform spell checking, proofreading, grammar checking, and punctuation checking. Answer telephone and assist customers, prepare work for printing as needed. Assist with bindery (ex.: fold, collate, staple, trim, GBC bindery, hot and cold binding) as needed. Prepare lamination as needed. Wrap printed items, pack boxes, prepare receiving slips as needed. Assist in taking inventory when needed, assist in the press room as needed, produce quotations for customers when needed, accept recall/reprint orders from customers and prepare new job jackets. Reenter the job into the work flow for scheduling, printing, and processing. Perform all other duties as assigned by the Printing Coordinator.

5. Substitute for Switchboard and US Mail

Substitute for the receptionist at lunch daily and as needed; substitute for the US Mail/UPS processor as needed.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related instructions and to perform any other job related duties requested by their supervisor.

TERM OF EMPLOYMENT:

1. Salary and work year to be established by the board.

In accordance with state and federal law, reasonable accommodations will be considered upon employee request.

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## CLERICAL SUPPORT GRAPHICS DEPARTMENT AND MEDICAL BILLING

### Standards of Performance

2009-2010

The Clerical Support in the Graphics Department will report to and be responsible to the Printing Coordinator. The Clerical Support in the Medical Billing Department will report to and be responsible to the Assistant Director of Business Affairs.

The standards of performance of this position are:

1. Record Keeping

Maintain all records and pertinent files relative to the Partial Hospitalization and Provider 50 programs; open and sort, by payer, medical billing incoming mail to provide case status notifications; maintain record keeping for client's Medical Assistance, Managed Care Organizations and insurance eligibility; maintain Partial Hospitalization and Provider 50 billing files; file invoices, authorizations, encounter forms; prepare billing files for new entrants and providers; remove discharged clients; duplicate Provider 50 time sheets for payroll and filing.

*(30 points)*

2. Medical Billing

Perform all duties necessary to bill all services associated with the Partial Hospitalization and Provider 50 programs, as well as complete any requests to the satisfaction of the Assistant Director of Business Services and the Resolve Billing Coordinator, enabling them to maintain manageable and effective programs within the Intermediate Unit 20; to be responsible for the Provider 50 payroll time sheets and assignment sheets; research time sheets and assignment sheets as requested; prepare and mail third party insurance billing; resubmit unpaid third party insurance claims to secondary coverage; prepare and mail hard copy claims as needed; enter insurance records into the computer master file and file backup paperwork; obtain copies of Magellan Explanation of Benefits statements; post checks in the Medical Billing System; act as backup for the electronic billing process.

*(25 points)*

3. Office Duties and Responsibilities

Ensure effective and efficient office operations by maintaining confidentiality; providing quality work; improve process efficiency; manage phone calls; maintain staff schedules; manage appointments; handle mail and correspondence; maintain file systems; complete and monitor duplication and lamination requests; maintain work area; participate in the work sharing process; assume additional responsibilities; attend office trainings, workshops, and conferences; extend courtesies to staff and visitors; follow IU policies and procedures; be an integral part of the Intermediate Unit's vision and mission by working as a team member, contributing to and achieving department goals, updating supervisor(s) and team members on potential opportunities.

*(10 points)*

4. Printing and Graphics Support

Assist the graphics department in the design/layout using desktop publishing software, scan graphics and photographs; Perform spell checking, proofreading, grammar checking, and punctuation checking. Answer telephone and assist customers, prepare work for printing as needed. Assist with bindery (ex.: fold, collate, staple, trim, GBC bindery, hot and cold binding) as needed. Wrap printed items, pack boxes, prepare receiving slips as

needed. Assist in taking inventory when needed, assist in the press room as needed, produce quotations for customers when needed, accept recall/reprint orders from customers and prepare new job jackets. Reenter the job into the work flow for scheduling, printing, and processing. Perform all other duties as assigned by the Printing Coordinator.  
*(30 points)*

5. Substitute for Switchboard and US Mail

Substitute for the receptionist at lunch daily and as needed, substitute for the US Mail/UPS processor as needed.  
*(5 points)*

CLERICAL SUPPORT GRAPHICS DEPARTMENT AND MEDICAL BILLING

Standards of Performance

2009-2010

1. Satisfactory performance in respect to record keeping will be attained when:
  1. 1. All pertinent records and files are maintained for the Partial Hospitalization and Provider 50 programs.
  1. 2. Incoming medical billing mail is opened and sorted, by payer.
  1. 3. Contract files for Provider 50 employees are maintained for IU 20 Provider 50 staff and filed as necessary. Copies are sent/faxed/distributed to service facilitators as prepared.
  1. 4. Authorizations from Medical Assistance and Managed Care Organizations are filed in binders.
  1. 5. All third party insurance information, including precert documentation, is filed in clients' files.
  1. 6. Billing files are prepared and maintained for IU 20 Partial Hospitalization and Provider 50 clients and IU 15 Partial Hospitalization clients.
  1. 7. Encounter forms for the Provider 50 programs are filed. Billing files are prepared for new entrants and providers. Discharged clients are removed from the active files and archived files are maintained.
  1. 8. Provider 50 time sheets are duplicated for payroll and filing purposes, and alphabetized according to need.

CLERICAL SUPPORT GRAPHICS DEPARTMENT AND MEDICAL BILLING

Standards of Performance

2009-2010

2. Satisfactory performance in respect to medical billing will be attained when:
  2. 1. Provider 50 payroll time sheets are prepared and alphabetized prior to medical billing. Time sheets are date stamped, marked with received date on front; separated by procedure and the Provider 50 program. Hours reported by employees are verified.
  2. 2. Provider 50 assignment sheet (provider information) is verified for accuracy; a copy of the unsigned assignment sheet is maintained per provider and held until provider signs the original; when received, the signed original assignment sheet is stamped with the Supervisor's signature and the held (unsigned) assignment sheet is eliminated; if signed assignment sheets are not returned within a reasonable amount of time, the facilitator is notified.
  2. 3. Provider 50 payroll time sheets and assignment sheets are researched if an employee questions their pay.
  2. 4. Private third party insurance billing for Partial Hospitalization and Provider 50 is printed from the medical Billing System on at least a biweekly basis and mailed with the appropriate enclosures.
  2. 5. Post third party insurance explanation of benefits in the Medical Billing System.
  2. 6. Hard copy claims are prepared as needed and mailed.
  2. 7. Third party insurance information is entered into the Medical Billing System and backup paperwork is filed.
  2. 8. Magellan Explanation of Benefit statements are printed from the Magellan website.
  2. 9. Checks received are posted in the Medical Billing System on a timely basis.
  2. 10. Back up coverage is provided for the electronic billing process.

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Standards of Performance

2009-2010

3. Satisfactory performance in respect to other duties and responsibilities will be attained when:
  3. 1. Confidentiality in job-related matters is understood and never violated.
  3. 2. Work quality and office efficiency are improved on an on-going basis by requesting and utilizing training in new office technology and techniques. All work is performed in a thorough, neat, accurate and timely manner.
  3. 3. Telephone calls are courteously managed and accurate and appropriate information is taken and routed to staff.
  3. 4. Staff schedules, appointments, interview schedules, meeting room reservations and requirements, conference requests and travel arrangements are handled as requested.
  3. 5. Incoming mail and correspondence is picked up at least once in the morning and once in the afternoon and promptly opened, date stamped, and routed to staff on a daily basis. All mail is reviewed, and urgent and important items are immediately brought to the attention of the appropriate staff member.
  3. 6. Correspondence and general files are maintained. Duplication and lamination requests are completed and monitored by appropriate timelines as requested.
  3. 7. Maintenance of the work area is attended to through the care and maintenance of equipment and by keeping the office area in an orderly fashion whereby information can be retrieved.
  3. 8. Assistance in the work sharing process is provided when requested and on a voluntary basis. Additional responsibilities are willingly assumed as recognized.
  3. 9. All office trainings, meetings, and conferences (internal and external) are attended as requested.
  3. 10. Courtesy and assistance is extended to all employees, visitors, meeting attendees, and appointments through positive and professional relationships.
  3. 11. Intermediate Unit policies and procedures are followed.
  3. 12. Intermediate Unit vision and mission are carried out by participation as a department team member in achieving department goals and advising of potential opportunities or problems.

CLERICAL SUPPORT GRAPHICS DEPARTMENT AND MEDICAL BILLING

Standards of Performance

2009-2010

4. Satisfactory performance in Printing and Graphics Support will be attained when:
  4. 1. Scanning graphics and photographs is completed in file formats such as GIF, JPEG, and PDF, including digital file and photo manipulation.
  4. 2. Spell checking, proofreading, grammar checking, and punctuation checking are completed.
  4. 3. Posters are designed, laid out, and produced within timelines.
  4. 4. Supporting the graphics department with clerical duties is performed in a professional and timely manner including invoice preparation, billing, supply orders and other administrative paperwork.
  4. 5. Lamination requests are processed and completed in a timely and proficient manner.

CLERICAL SUPPORT GRAPHICS DEPARTMENT AND MEDICAL BILLING

Standards of Performance

2009-2010

5. Satisfactory performance in respect to substituting for the receptionist and US Mail will be attained when:
  5. 1. Substituting for the receptionist is done on a daily basis for lunch and as needed.
  5. 2. Substituting for the US Mail/UPS processor is done as needed.

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