



## JOB INFORMATION

Job Code:	189134
Job Title:	Billing Supervisor
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Billing/Collections - Medical
Job Family Group:	Accounting, Finance and Banking
Management Level:	6 Supervisor

## JOB SUMMARY

Supervises day-to-day activities of healthcare services billing office staff in areas of coding, data entry, cashiering, insurance and patient billing, credit and collections. Ensures the timely and accurate processing of paperwork.

## JOB QUALIFICATIONS:

### Education

Req	Pref	Degree	Field of Study
X		Associate's degree	
	X	Bachelor's degree	

### Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

### Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	
	X	5 years	

### Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Medical billing, coding and collections experience.
X		Working knowledge of CPT-4 and ICD-9CM coding, computer billing systems-IDX, government and private insurance, government and private insurance, laws governing collection efforts.
	X	Supervisory experience.

## Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Certification as Accredited Records Technician or Registered Records Administrator.
	X		Certified Procedural Coder.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Supervises the work of healthcare services billing office staff. Communicates unit priorities. Assigns and schedules work based on assessment of work volume and deadlines. Monitors performance and provides feedback. Provides input for performance appraisals. Recommends new hires and salary increases or promotions. Counsels or disciplines as needed.				
Monitors and reviews work for accuracy and timeliness. Identifies and corrects errors. Assists in problem resolution and makes decisions within established authority level. Ensures adherence to internal operating policies and procedures and external guidelines and regulations.				
Trains staff in unit operating procedures. Ensures procedures and policies are documented and updated as changes occur. Communicates changes to staff.				
Participates in development and implementation of billing and collection policies and procedures applicable to the department operations.				
Provides information and interpretation of billing and collection policies and procedures. Resolves problems referred by departmental staff and clarifies issues.				
Assists in budget development by gathering, analyzing and reporting data. Provides projections and recommendations, as requested.				
Monitors internal operations and evaluates procedures and controls for adequacy. Recommends changes or modifications to operating procedures. Determines most effective means of implementation.				
Assists in the development, maintenance and enhancement of automated systems to support operations. Ensures that internal systems compliment university-wide systems and that information is reconciled on a regular basis.				
Reviews all Medicare, Medi-Cal and other third-party payor correspondence. Corrects all billing problems to facilitate reimbursement.				
Prepares various status reports for management. Analyzes trends and makes recommendations.				
Serves as a resource for other university offices and staff and any external contacts requesting information exchange and/or assistance.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

**ACKNOWLEDGMENTS**

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.