



Madison County Health Department
493 Medical Park Dr.
Marshall, NC 28753

VACANCY ANNOUNCEMENT
Processing Assistant V

SALARY: \$15.84 per hour
LOCATION: Marshall,

The Madison County Health Department is in Madison County, just 20 minutes north of Asheville. This region is renowned for its natural beauty, featuring the famed Appalachian Trail, Pisgah National Forest, the French Broad River, and the Natural Hot Springs Mineral Baths. Life is a little slower, a little sweeter here.

The Madison County Health Department has an opening for a Processing Assistant V. This position is a full time-(40) hours per week position. This position comes with a benefits package including paid health insurance and retirement. Dental, eye and other supplemental insurance available, paid sick time, paid vacation time, and paid holidays.

Description of Work

This position is primarily responsible for the billing and collection activities of the public health Department.

Essential Responsibilities

- Ensures adherence to billing practices by closely monitoring billing accuracy and productivity to enhance revenue. Analyzes third party billing correspondence by reviewing remittance advice to accurately adjust patient accounts. Reports trends, monitors billing outcomes to ensure agency meets highest revenue potential and reports findings to supervisor in a timely manner.
- Ensures accuracy of patient and third-party billing by reviewing individual statements and electronic claim reports to expedite payment. Works with all areas of the health department to provide consistent services for patients.
- Analyzes third-party denials by reviewing remittances and unpaid claims reports to resolve unpaid claims.
- Executes electronic submission of insurance and Medicaid claims and electronic posting of third-party payments to ensure accurate account collection credit.
- Adjusts patient accounts by entering debits and/or credits to accurately reflect patient balances.
- Rebills adjusted claims to expedite payments.

- Actively maintains administration for all insurance portals and NCID.
- Participates in all aspects of Medicaid Transformation tasks as needed.
- Actively participating in EMR software super user, problem-solving, set up of system and meetings.
- Assists the Health Director, Finance Manager, and Nursing Supervisor in projects and assignments when requested.
- Assesses and interprets policies and procedures to respond to situations which require policy exceptions.
- Other duties as assigned.
- Attends training, workshops, and staff development activities.

Knowledge, Skills & Abilities

- Ability to relate well and cooperate with the public.
- Working knowledge of modern office practices and procedures including knowledge of computers and multifunction devices for copy/scan/fax.
- Knowledge of general telephone techniques and customer service practices.
- Knowledge of general filing procedures.
- Must be able to exercise initiative and sound judgment independently.
- Must be able to work with minimal supervision.
- Ability to analyze statistical information, recognize trends and patterns.
- Ability to answer inquiries and complaints effectively with tact and courtesy.
- Ability to understand and effectively carry out written and oral instruction.
- Ability to communicate effectively orally and in writing.
- Ability to establish and maintain effective working relationships.
- Ability to maintain program confidentiality, and ADA and civil rights compliance.

Minimum Education and Experience:

- Graduation from high school and demonstrated possession of knowledge, skills, and abilities gained through at least three years of office assistant/secretarial experience; or completion of a two-year secretarial science or business administration program with one year responsible experience as described above; or an equivalent combination of training and experience.
- Specific knowledge of CureMD and Coding (CPT, HCPCS, ICD 10) is preferred.

Application Process:

Submit a [North Carolina State Application \(PD 107\)](#) with a cover letter to Madison County. To obtain an application, visit <http://www.madisoncountync.org/employment.html>. Applications will be accepted at the Madison County Health Department, 493 Medical Park Drive, Marshall, NC 28753 or by email to kprice@madisoncountync.gov.

Madison County Government is an Equal Opportunity Employer. Applicant must be willing to submit and pass a pre-employment drug/alcohol test as well as a criminal background check.

Must possess a valid North Carolina Driver's License

Date Posted: 5/3/2024

Closing Date: The position is open until filled.