



**PUEBLO OF ISLETA**  
**HUMAN RESOURCES DEPARTMENT**  
**P.O. BOX 1270, ISLETA, NM 87022**  
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**VACANCY ANNOUNCEMENT**

**POSTING NO: 065-24**

**OPENING DATE: 05/13/2024**

**CLOSING DATE: Open Until Filled**

**POSTED: IN/OUT**

**POSITION:** Billing Supervisor  
**PAY GRADE:** E6 (\$28.94/hr.-\$40.51/hr.)  
**FLSA STATUS:** Exempt  
**POSITION TYPE:** Full Time  
**FUNDING SOURCE:** Grant Funded  
**DEPARTMENT:** Health Services  
**REPORTS TO:** Director, Administrative Services  
**BACKGROUND LEVEL:** Child/Elder

**JOB PURPOSE:** Achieves the business office's goals and objectives by planning, directing, monitoring and evaluating the daily operation of the billing departmental functions and staff. Manages patient registration, patient benefits, and third party billing functions ensuring compliance with applicable laws, policies, regulations, and protocols.

*This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.*

**JOB DUTIES:**

- Maximizes third party billing and collections through a systematic and timely method of filing paper and electronic claims and following up on pending and denied claims.
- Administers processing and submission of patient and third party billing claims.
- Participates in charge capture and charge entry process to ensure that billing is current and accurate.
- Prepares and submits credentialing applications for clinical providers and clinic locations.
- Monitors and manages accounts receivable aging and oversees applicable account adjustments consistent with health clinic policies and procedures.
- Reconciles and troubleshoots insurance and collection issues related to billing.

- Prepares bank deposits and enters deposit batches into system, oversees and enters collection batcher.
- Coordinates clinic month end closing schedules to ensure complete revenue capture.
- Conducts training on the billing system and procedures for health clinic staff.
- Assists in planning for negotiation of contracts and establishment of fee schedules.
- Designs, updates and implements business office operational manuals and procedures consistent with health clinic policies and procedures.
- Updates provider coder and other staff on billing issues and concerns.
- Hosts regular staff meetings to ensure communication among staff regarding program-related activities.
- Creates policies and procedures for staff to ensure consistency and adherence to department goals, objectives, regulations, and protocols.
- Maintains and updates the fee schedule; on annual basis or as warranted for effective billing.
- Serves as back-up coder for the health clinic.
- Assists in the management of the department budget and coordination of financial and budget activities for maximum operational efficiency.
- Maintains current working knowledge of trends in third party payer rules and procedures, public assistance programs and medical dental, pharmacy, behavioral health, and EMS billing.
- Keeps leadership and other departments informed of status of department activities by attending meetings and submitting reports.
- Enhances professional growth and development through participation in seminars, educational workshops, classes and conferences.
- Ensures compliance with HIPAA regulations.
- Maintains confidential information.
- Performs other duties as assigned.

**SUPERVISION RESPONSIBILITIES:**

- Supervises the Billing Clerks, Billing Specialist, Patient Registration Clerks, and Benefits Coordinator; provides coaching, counseling, training and feedback to employees; assigns, reviews, and delegates work and job responsibilities to designated staff.
- Hires, evaluates, disciplines and develops staff.
- Coordinates training, orientations and continuing education of staff.

**MINIMUM QUALIFICATIONS/REQUIREMENTS:**

- Bachelor's Degree in Accounting, Finance or related field.
- Three years claims processing and billing experience with one year supervisory experience; or equivalent combination of education and experience.
- Must be able to pass a TB screening.
- Must provide written copy of immunization record prior to employment.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

**KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:**

- Knowledge of applicable federal, state, county and local laws, regulations, and requirements, including patients' rights and confidentiality.
- Knowledge of various healthcare delivery systems including, outpatient, emergency care and specialty care processes, dental, behavioral health and pharmacy.
- Knowledge of department organization, functions, objectives, policies and procedures.
- Knowledge of budget preparation.
- Knowledge of eligibility and billing requirements, Medicaid, Medicare, Worker's compensation and other insurance programs; including ability to interpret provisions of health plans and group plans.
- Knowledge of medical terminology and clinical coding.
- Knowledge of CPT-4, ICD-9, HCPCS and CDT coding.
- Knowledge of accounts receivable accounting and ability to apply standards of practice.
- Skill in preparing, reviewing, and analyzing operational and financial reports.
- Skill in supervising, training, and evaluating assigned staff.
- Skill in making effective decisions in emergency situations.
- Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment; including billing software.
- Ability to communicate efficiently and effectively both verbally and in writing.
- Ability to exercise independent judgment.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to interpret applicable federal, state, county and local laws, regulations, and requirements.
- Ability to maintain confidentiality.
- Ability to analyze situations and adopt appropriate courses of action.
- Ability to establish and maintain professional relationships with the public and co-workers.

**PHYSICAL DEMANDS:**

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

**WORK ENVIRONMENT:**

- Work is generally performed in an interior/clinical setting with a moderate noise level.
- Frequent interaction with the public.

**PREFERENCE:**

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.