



RETINA
LOS ANGELES

Medical Biller, Authorizations, and Collections Specialist

[Retina Los Angeles](#)

Los Angeles, CA

Job details

Job Type

Full-time

Benefits

Health insurance

Dental insurance

Vision insurance

Life insurance

Sick, Vacation and Holiday Pay

401(k)

Full Job Description

Overview

How can we make your day? At Retina Los Angeles, our goal is to provide world-class eye care and exceptional customer service to our patients. We believe that teamwork is very important and that when we work together, we can achieve amazing things.

We are looking for team players with a strong work ethic and positive attitude – these attributes are more important to us than experience. We encourage and support an environment of teaching and growth for our staff.

We invest in creating a positive work environment, where you might follow your career goals and grow, so that together we can take exceptional care of our patients.

Responsibilities

Located in sunny Los Angeles, our physicians are leaders in patient care, education, and research. We provide the highest quality eye care to a diverse group of patients, from premature infants to children to adults of all ages. Our physicians are Ophthalmologists (eye doctors) with subspecialty training in Retina.

The Retina is the back part of the eye. Like the film of a camera, it is the final place where light (or an image) is processed before traveling to the vision center of the brain. We take care of patients with a wide array of vitreoretinal conditions, and we enjoy teaching our patients and our staff about the cause and treatment of these conditions, using the latest research and highest quality, cutting-edge diagnostic imaging equipment.

You will contribute as an essential member of our team-first approach to collaborative medicine. You will benefit by learning in an environment where empathy and education are fostered and supported. We all work together to prevent health care errors and strongly emphasize patient safety and high-quality care. Team members are encouraged to communicate and to work together to support quality improvement.

Our mission is to restore and protect our patients' vision. We feel it is very rewarding to work on a team where we strive to prevent blindness and take care of others.

Our Medical Biller, Authorizations, and Collections Specialist is the point-person for auditing and correcting errors in our practice's billing. Having a detail-oriented approach, knowledge of or desire to learn best billing practices in Ophthalmology, and an ability to efficiently analyze a large array of data is highly important. This position performs Medical Biller, Authorizations, and Collections Specialist duties, including and not limited to those described below.

Principal Responsibilities:

- Ensures appropriate and accurate billing processes are followed to optimize reimbursement for services rendered at Retina Los Angeles.
- Maintains accuracy in preparing patient billing statements.
- Accurately bills and collects for most major insurance payers (Medicare, Blue Cross, Medicaid, Commercial, HMO, Workman's Compensation, etc.) via electronic billing systems.
- Demonstrates excellent communication and negotiation skills, particularly when discussing billing statements with patients.

- The duties of a Medical Biller and Collections Analyst include making phone calls to insurances and patients, using payer websites, and generating correspondence in a fast-paced, goal-oriented collections department.
- Collects copays and previous balances from patients in a non-judgmental manner.
- Monitors, tracks, and corrects claim denials and unpaid claims daily to ensure timely processing of claims, using our electronic claims filing system.
- Maintains or attains current knowledge of retina coding guidelines including correct modifier use, ICD-10 coding, and CPT/HCPCS use.
- Maintains a level of unpaid claims at less than 5% of the total Accounts Receivable.
- Clearly communicates to supervisor in a timely manner any issues with payers, contracts, coding, or front office data input.
- Maintains current information regarding reimbursement requirements for all payers needed to efficiently submit accurate claims.
- Maintains and monitors assigned payer and patient accounts to identify unpaid balances.
- Investigates historical data and seeks resolution.
- Reconciles customer disputes as they pertain to outstanding balances. Activities will include customer calls, account adjustments, small balance write-offs, customer reconciliations, processing of credit memos, and credit card payments.
- Communicates and coordinates with clinic staff to obtain necessary documentation needed to submit or appeal claims.
- Scans and imports correspondence, documents, and other applicable information into practice management/EMR software.
- Maintains documentation in practice management system and EMR regarding conversations with patients, payers, pre-authorizations, pre-certifications, eligibility, and benefits; this includes any tasks that are required from clinic staff to ensure correct payment for procedures and specialty drugs.
- Corresponds with patients regarding status of their accounts and their responsibility for outstanding balances regardless of insurance payers.
- Processes payments and refunds and sets up payment plans during patient telephone calls.
- Provides exceptional customer service regarding collections issues.
- Maintains accurate records and reports on collection activity, updates account status records, reports on collection activity and accounts receivable status.
- Ensures drug authorization requests have been obtained prior to treatment of the patient. Communicates promptly with Medical Assistant and Physician regarding issues with drug authorization prior to treatment of patient.

- Acts as a liaison between all payers, patients, physicians, and staff to answer any questions regarding insurance coverage and resolve any outstanding claims.
- Builds and maintains strong relationships with the third-party payer community in addition to problem solving any issues associated with processing claims.
- Completes assigned tasks and projects by established deadlines.
- Investigates solutions to problems and determines best course of action.
- Works effectively in a team environment.
- A high level of professionalism and trustworthiness are expected.
- Performs all other duties as assigned, which may include assisting in other departments within Retina Los Angeles.
- Candidates who are efficient, reliable, professional, detail oriented, and organized, with the ability to communicate and work well with others are encouraged to apply. Prior experience in eye care billing is not required, but is preferred. A healthcare billing career track is not required, but is preferred.
- COVID: Patients and staff are required to wear a mask in clinic. Staff are required to be vaccinated unless applying for an exemption.
- Employment offers are contingent upon a background check and pre-employment drug screen.

At Retina Los Angeles, we currently offer the following benefits to the Medical Biller, Authorizations, and Collections Specialist position:

Pay: \$20.00 - \$25.00 per hour commensurate with qualifications and performance

- Competitive starting wages
- Performance-based raises
- Training to grow within the practice
- Paid holidays, vacation, and sick time
- Medical, Dental, and Vision Insurance plans
- Employer paid life insurance
- 401(k) retirement program
- Tuition Assistance for career growth and development
- Employee Assistance Program (EAP)

Our 3 most important service principles at Retina Los Angeles are: exceptional patient Care, Customer service, and Communication.

Our Team-First Philosophy is: "Restore. Lead. Advocate. Together, we can achieve amazing things."

Schedule

- 8-hour shift
- Monday to Friday
- Overtime
- One location

Qualifications for Medical Biller, Authorizations, and Collections Specialist position:

- Strong work ethic and communication skills is a must.
- A detail-oriented approach is a must.
- Knowledge of or desire to learn best billing practices in Ophthalmology is a must.
- An ability to efficiently analyze a large array of data is highly important.
- An ability to communicate effectively and patiently with authorizations departments of insurance companies is preferred.
- At least 1-2 years of Medical Billing experience is preferred.
- Ability to use or learn to use our electronic Practice Management system efficiently and effectively (e.g. modifying patient accounts, creating reports, and navigating screens)
- Ability to handle confidential matters and adhere to HIPAA guidelines.
- Basic knowledge of 1500 claim form and understanding of payer explanation of benefits (EOBs).
- Understands medical terminology, procedure codes and diagnosis codes as they apply to insurance coverage.
- Communicates clearly and professionally, both verbally and in writing with patients, team members, physicians, and payers.
- Knowledge of correct and proper spelling, punctuation, grammar, sentence structure, and English usage.
- Ability to prioritize workload and work in a self-directed manner.
- Maintains an organized and clean office work space.
- Strong analytical and problem-solving skills.
- High School/GED preferred.
- Excellent skills in operating a computer, including ability to learn electronic practice management software for billing is preferred.
- Strong organizational skills are preferred.
- We require our Medical Biller, Authorizations, and Collections Specialist to prepare for and pass the American Academy of Ophthalmology Ophthalmic Coding Specialist (OCS) Exam within 2 years of joining our practice.

Just as Retina Los Angeles is dedicated to improving the quality of life of our patients and the health of our community, we are dedicated to your professional career development. With a great range of benefits that includes a comprehensive compensation and benefits package, and the opportunity to live and work in beautiful Southern California, we hope that you will find that a career with us is a rewarding and fulfilling opportunity.

If you need assistance with this application, please contact (818) 578-0004 or email careers@retinalosangeles.com.

Retina Los Angeles is an equal opportunity/affirmative action employer.