Billing and Audiology Assistant
Job Description

Location:	St. Louis	**FLSA Status:**	☐ **Exempt** ☒ **Non-exempt**
Reports to:	Director, St. Louis Operations	**Pay Grade:**	TBD
Supervisory duties:	☐ **Yes** ☒ **No**	**Call duties:**	☐ **Yes** ☒ **No**
Flex Schedule:	☐ **Yes** ☒ **No**	**Contract:**	☐ **Yes** ☒ **No**
Approved by:		**Direct Reports:** **Indirect Reports:**	n/a n/a
Date Created:		**Date Last Revised:**	1/22/21

Job Summary:
Completes billing and administrative assistance which supports activities for Audiology, iHear, and Early Intervention; and works with databases.

Essential Duties and Responsibilities:
Follows all established organization and department policies, procedures, objectives, and quality standards. Assists in maintaining a safe working environment throughout the organization by adhering to all safety management policies and procedures which reflect the mission and philosophy of
St. Joseph Institute for the Deaf and the Sisters of St. Joseph of Carondelet. Attends all mandatory meetings and trainings; and maintains all job-relevant professional certifications and/or licenses.

Billing/iHear/Early Intervention/Audiology/Preschool
- Complete all aspects of billing including initial and follow up submissions, filing, coding, etc.
- Prepare billing for private, school and state Part C entities.
- Enters data (units) into EXCEL and keeps accurate records.
- Process revenue in accordance with internal controls.
- Collects data out of all systems including patients served, number of visits, etc.
- Process virtual payments.
- Audit Face to Face Indiana First Steps sheets.

Audiology Support
- Schedules appointments through Sycle:
    - Calling, email, appointment reminders for families. Follow up for missed appointments.
- Audiology duties:

    - Inventory, monitor stock, and order supplies for audiology.
    - Pull charts, copy, and fax documents.
    - Process and sends outgoing audiology mail/packages. including but not limited to, earmolds, batteries, bonnets etc.
    - Updates audiology records for First Steps authorizations.
    - Keeps up with cost of durable goods.
- Investigate 3rd party reimbursement i.e., insurance benefits.
- Monitor MO First Step authorizations for accuracy to ensure that there is an authorization for audiology services/durable goods rendered.
- Maintains a record of authorizations from MO First Steps and authorizations used to ensure that services/durable goods rendered are covered.
- Maintenance of Audiology equipment.
    - Cleans, disinfects, and helps straighten clinic after each patient and at end of day as available.
    - Eartips/specula/cerumen management.
        - Put away all clean/dry tips in their appropriate locations.
        - Remove all items from the cleaning solution and rinse thoroughly with water.
        - Leave on paper towels to dry.
        - Collect all dirty eartips and place in the ultrasonic cleaner. Turn on the cleaner and then leave them to soak overnight.
- Assist in the booth as available.

IT Support

- Maintain inventory of computers, monitors etc.
- Trouble shoot equipment prior to contacting IT contractor.

Administrative Support

- Provides daily administrative support to the program:
    - Process all checks, including development, audiology, and program.
- Reception duties – back-up to the Operations and Development Assistant:
    - Answer phone.
    - Transfer phone calls to appropriate parties.
    - Greet and direct visitors.
    - Process and distribute incoming mail.

Non-Essential Duties: None.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Education and/or Experience:

High School Diploma (or GED) required. Technical/trade school in office administration, accounting, medical billing, or computer technology or equivalent preferred; and at least 3 years related experience and/or training; or equivalent combination of education and administrative support experience.

Other Skills and Abilities:

Ability to communicate respectfully and well with all levels of employees and external contacts of the organization. Excellent organization, prioritization, documentation, and recordkeeping skills required. Ability to evaluate factual data and make recommendations to management. Previous customer service experience is preferred. Ability to work under pressure of deadlines and accuracy and professional demeanor required. Experience with reception, basic accounting, budgets, IT, and fundraising operations preferred. Experience with Financial Edge and Sycle a plus.

Certifications/Licenses:

Valid driver's license and good driving record.

Language Requirements:

Ability to read and interpret documents such as rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

Reasoning Requirements:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Math Requirements:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area.

Computer Requirements:

Intermediate to advanced level of knowledge and experience using MS Office programs; ability to learn and use proprietary non-profit software, web-based programs and databases related to job responsibilities. Experience with Financial Edge is preferred.

Time & Attendance Requirements: This position requires on-time arrival for scheduled work and regular attendance for scheduled work that does not exceed the allowable standards for paid time off programs or other approved leave.

Interaction Requirements:

Internal: All staff members, including remote interactions with Indianapolis office.
External: Board of Directors, accounting professionals, vendors, landlords, maintenance contractors, government officials or contacts, and members of the general public.

Physical Requirements:

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; talk or hear; occasionally required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch. The employee must occasionally lift and/or move up to 20 pounds.

Work Environment and Other Conditions: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Office work environment. Rapid pace with multiple priorities and competing demands for use of time and support of the St. Louis Campus and Programs. Demanding job for those who like to stay busy and challenged by their daily work.

Description Summary: The above statements are intended to describe the general nature and level of work being performed by the person assigned to the job. Essential duties and responsibilities are intended to describe those functions that are fundamental to the performance of this job and non-essential duties and responsibilities include those that are considered incidental or secondary to the overall purpose of this job.

The job description does not state or imply that the above duties and responsibilities are the only ones assigned to this job. Employees holding this job will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate qualified individuals with a disability.