



OPEN POSITION: Billing Specialist (Full-time)
Hawaii Health & Harm Reduction Center

DEPARTMENT/PROGRAM: HIV Medical Case Management

ABOUT US: Hawaii Health & Harm Reduction Center (HHHRC) provides harm reduction-focused services to marginalized populations in Hawaii, including people living with and/or affected by HIV, hepatitis, substance use, homelessness, and the transgender, LGBTQ, and the Native Hawaiian communities. HHHRC bridges gaps and helps individuals access essential resources such as housing, health care, entitlements, and treatment. We foster health, wellness, and systemic change in Hawaii and the Pacific through outreach, care services, advocacy, training, prevention, education, and capacity building.

SUMMARY OF POSITION: Permanent, full-time, non-exempt (1 FTE) position with Hawaii Health & Harm Reduction Center located in Honolulu, Hawaii. Expected hours of work are generally between 8:00 am and 4:30 pm, Monday through Friday, with the occasional schedule change to accommodate events and conferences. Salary is commensurate with experience.

The Billing Specialist is responsible for 1) the agency's medical billing and 2) ensuring billing compliance with HRSA's Ryan White (RW) HIV/AIDS Program. Medical billing includes submitting medical claims to insurance companies and payers such as Medicare and Medicaid, maintaining billing software, appealing denied claims, and recording late payments. The Billing Specialist will also be charged with ensuring billing compliance with RW monitoring standards. This will require the monitoring, inspecting, and proposing of measures to correct or improve agency's billing processes in order to meet established HRSA monitoring standards.

REPORTS TO: Deputy Director of Clinical Services

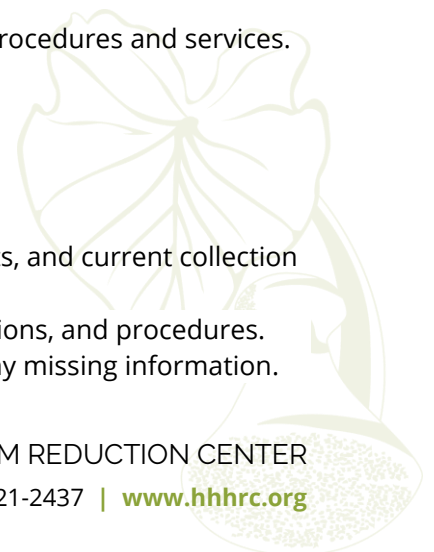
ESSENTIAL DUTIES & RESPONSIBILITIES:

Medical Billing:

- Prepare and submit billing data and medical claims to insurance companies.
- Review and resolve insurance claim denials.
- Conduct audit of insurance billings for consistency.
- Prepare bills and invoices, and document amounts due to medical procedures and services.
- Collect and review referrals and pre-authorizations.
- Monitor and record late payments.
- Collect and allocate patient co-pays.
- Follow-up on missed payments and resolve financial discrepancies.
- Help patients develop patient payment plans.
- Maintain billing software by updating rate change, cash spreadsheets, and current collection reports.
- Check eligibility and benefits verification for treatments, hospitalizations, and procedures.
- Review patient bills for accuracy and completeness and obtaining any missing information.

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- Follow up on unpaid claims within standard billing cycle timeframe.
- Check each insurance payment for accuracy and compliance with contract discount.
- Liaise with the electronic medical records (EMR) vendor, insurance companies, HHHRC accounting, and other third-party affiliates on matters related to medical billing.
- Work with billing consultant to reconcile the practice management bucket of the EMR.
- Work with Medical Receptionist and Office Coordinator to ensure accurate insurance information is gathered on intake and during medical appointments.

Ryan White Billing Compliance:

- Stay updated on HRSA'S Ryan White (RW) HIV/AIDS Program monitoring standards and policy notices.
- Perform routine electronic and hard chart reviews based on the monitoring standard to ensure accuracy and completion of required documentation for billing.
- Ensure RW eligibility has been verified for any participant being charged to RW funds.
- Monitor entries and charges to e2Hawaii, Department of Health's online RW database, to ensure reasonableness of cost and consistency with established unit costs.
- Address and discuss compliance issues along with proposed solutions with agency directors.
- Track quality assurance activities and generate audit reports for director's review.

Other Responsibilities:

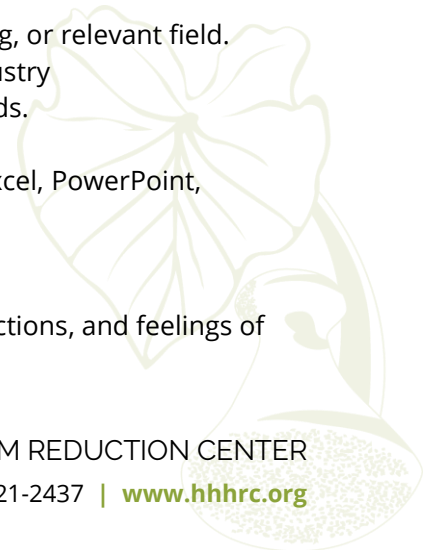
- Assist with Web Infrastructure for Treatment Services (WITS) billing and other programmatic billing as needed.
- Work as a team with other staff and support team members.
- Participate in supervision.
- Participate in agency committees.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Comply with all policies and procedures of HHHRC Health & Safety Program and Quality Management Program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Perform additional duties as needed and assigned. Duties are subject to change.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in business, health care administration, accounting, or relevant field.
- Minimum of 3 years' experience in medical billing or any coding industry
- Solid understanding of billing software and electronic medical records.
- Proficient in electronic medical records.
- Strong computer skills required, including Microsoft Office (Word, Excel, PowerPoint, Outlook, SharePoint, etc.).
- Excellent interpersonal, written, and oral communication skills.
- Ability and willingness to perform to high standards.
- Non-judgmental attitude and the ability to respect the knowledge, actions, and feelings of others required.

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- Demonstrated ability to work productively, both independently and as part of a team.
- Commitment to meeting or exceeding the goals of the organization.
- Ability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Willingness to work for a nonprofit organization.
- Understanding of, and agreement with, the mission of HHHRC.

PHYSICAL REQUIREMENTS:

- Long hours sitting using office equipment and computers, which can cause muscle strain.
- Essential physical activities: standing, sitting, walking, finger dexterity, seeing, hearing, speaking, reaching above, at, and below shoulder, and frequent gripping of an object.
- Occasional physical activities: stooping, bending, squatting, twisting body, and lifting.
- Occasional lifting of supplies and equipment (up to 25 pounds).

ACKNOWLEDGED BY:

Employee Signature

Date

Hawai'i Health & Harm Reduction Center provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

REV. 01/04/2022

