**Billing & Accounting Specialist Duties**

**CCDE/Oakstone Academy School**

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Westerville, OH 43082

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The Children’s Center for Developmental Enrichment (CCDE) dba Oakstone Academy offers a variety of services, including a private school, services for persons with disabilities, therapy services, childcare, latchkey services, early intervention services, and healthcare services (through the Oakstone Health Center). The wide array of services and funding sources leads to various responsibilities for finance team members. The finance department at CCDE exists to support the overall mission and goals of CCDE. The finance team is currently in need of a Billing & Accounting Specialist.

**Job Summary**

The Billing & Accounting Specialist will verify services are authorized, generate, and submit billing for all therapy and adult day services, as well as ensure all billed amounts for those services are collected. The Billing & Accounting Specialist will also review all billing and payment activity of the Oakstone Health Center and enter into the accounting system. The Billing & Accounting Specialist will reconcile the accounting system to the billing system and pursue payment when needed. In addition to the specific duties of the Billing Specialist position, the ideal candidate will perform other duties as assigned to support the needs of the finance department, including data entry and bookkeeping such as invoicing, processing payments collected, processing vendor payments, etc. A competitive salary and benefits package will be available with this position, along with the opportunity for a flexible schedule. This position is full time in an office setting and work from home opportunities will be very limited.

This position has a wide array of specific responsibilities and duties for the finance department at CCDE and any other duties assigned as a member of the finance team or administrative staff member of CCDE.

**Therapy Billing**

CCDE provides therapies in three disciplines (speech, occupational and psychological) with various funding sources (Franklin County, Delaware County, enrolled districts for educational services, direct private pay contracts, and health insurance). The different services and funding sources each have their processes and procedures. Some of the significant responsibilities for therapy billing are as follows:

* Communicate with Service Coordinators about treatment plan authorizations, including submission of plans, follow up regarding missing authorizations, and resolve errors noted on authorizations received
* Monitor timeliness and accuracy of billing, treatment plan preparation, billing accuracy, corrections needed, and timeliness of completion. If necessary, the Specialist is required to report issues to Therapy Team Leader
* Prepare and submit all billing for Franklin County, Delaware County, private pay service contracts, and District educational therapy services. Record all billing in QuickBooks.
* Maintain student and therapist records in HBS to ensure all clients are in the system
* Maintain student and therapist records in FC connect
* Ensure new therapists are authorized for billing with Franklin and Delaware Counties
* Utilize the FC Connect system to identify issues and follow up as needed with therapists, the Franklin County billing department, Service Coordinators, etc. FC Connect has alerts for billing errors, authorization errors, expired or expiring authorizations, and billing that exceeds an authorization or isn’t authorized. The Specialist will monitor for all errors generated and work to get corrections made to data or sent to Service Coordinators at the County or billing department at County, etc.
* Post payments received for all therapy services to QuickBooks. Follow up on all missing payments and monitor outstanding balances.
* Reconcile FC Connect outstanding amounts with QuickBooks records
* Receive approved authorizations from Franklin County, reconcile those to treatment plans submitted, post in FC Connect, communicate with SC if errors are noted, or with therapists if there are any issues with the authorization (i.e., change in date span, minutes approved, therapy type, etc.)
* Reconcile Delaware County billing in HBS to ohiodd.net and notify therapists of any needed corrections
* Update/Maintain Therapy Billing guidelines for therapy team members as needed but at least annually
* Reconcile monthly provider invoice from Franklin County with FC Connect and follow up on any discrepancies
* Follow up on rejected billing and submit the needed information to the Franklin County billing department
* Generate therapy billing report monthly from HBS and separate appropriate billing codes/group minutes
* Track district totals per month with student’s IEP minutes and report to therapists if minutes are approaching zero before the new IEP
* Ensure a PAS is in place for Delaware County billing
* Ensure Private Pay contracts are on file for those getting private pay therapy (with appropriate rate)
* Track IEP minutes with therapy minutes billed for OCS students
* Communicate with therapists on any discrepancies that need correcting
* Invoice all insurance therapy treatments, input all payments (insurance and patient), and create credit memos in QuickBooks
* Reconcile data in QuickBooks with what is in Clinicsource, research and communicate any discrepancies with CS data inputter
* Analyze EOBs received from insurance for any follow-ups needed to insurance providers for services not covered
* Create monthly statements for therapy services provided via insurance indicating patient payment due from processed EOBs received and any current outstanding treatments that have not been resolved by insurance
* Submit therapy services provided via insurance through Clinicsource

**Oakstone Health Center**

* Generate invoices in QuickBooks for all patient activity (visits, no shows, paperwork fees, etc.) per the patient activity shard spreadsheet and from the Daily Patient log in Athena. Record details on the shared spreadsheet
* Post all payments received in QuickBooks (payments made directly to Health Center and daily deposits from US Bank). Generate Credit Memos per EOB posting as required and apply to appropriate open invoices. Log detail on the shared spreadsheet. Determine payment discrepancies, payment declines and bring to the attention of the Health Center Practice Manager
* Work with the practice manager to identify reasons for discrepancies, declines, delayed payments, etc. to develop solutions to reduce the frequency and increase efficiency
* Monitor timeliness of charting via the patient activity shared spreadsheet to ensure financial statements can be generated when needed. Communicate with Oakstone Health Center Practice Manager and/or Physicians if necessary.
* Monitor balances for each appointment/service after EOB posting/insurance payment and ensure Athena has sent required statements
* Generate and send statements from QuickBooks for all balances not being pursued by Athena (either due to less than dollar minimum or amounts not collected after three statements have been sent) and pursue collection of all amounts owed
* Regularly reconcile Athena and QuickBooks and follow up as needed with OHC staff to resolve if needed

**Adult Services**

* Ensure we have an accessible copy of each adult’s ISP
* Input data from adult billing sheets (per adult) to excel, distinguishing between billable ADS minutes and non-billable (i.e., when therapy bills, late arrival, left early) to determine billing the daily rate or hourly rate
* Cross-check the actual direct therapy time billed (run HBS report) with the hours listed on the adult billing sheet (per adult); make changes as necessary to excel in adjusting ADS minutes if therapy billing over-laps with adult billing as per the billing sheet
* Submit billing individually per adult on the Ohio DODD website
* Generate invoice in QuickBooks for adult billing per month
* Download and review the report from Ohio DODD for any errors that will need to be cross-checked with documentation used during submitting; re-submit anything submitted incorrectly or missed if necessary
* Track units available per ISP with units billed for adult day services
* Post payments received for adult day services in QuickBooks

**General finance department duties/tasks**

As a member of the finance team, perform any other duties as assigned, including but not limited to:

* Generate invoices for customers
* Collect payments from customers
* Deposit and post payments collected
* Post vendor invoices and prepares for payment
* Maintain and track data in google docs, excel spreadsheets, etc.
* Communicate with co-workers, customers, vendors, etc., to obtain information, resolve issues, etc.
* Provide requested information to Administrators when needed in a complete and accurate format

**Required Qualifications, Skills, and Education**

* Be knowledgeable and proficient in QuickBooks and Excel
* Have deep organizational skills and meticulous attention to detail
* Be capable of independently managing multiple responsibilities and projects
* Work well in a team environment and support team members
* Communicate with ease and professionalism (written and verbal)
* Excel in a dynamic work environment
* Demonstrate flexibility and a positive attitude, during all circumstances.
* Appropriately handle confidential information
* Familiarity with medical services and insurance is a plus
* Bachelor’s Degree in Accounting or related field

**Interested candidates should contact;**

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CCDE/Oakstone Academy is an EOE.