

---

## **Quality Assurance and Billing Manager**

(Exempt, Full-Time)

---

Under the general direction of the Executive Director, this position directly supervises the Billing Technician. This position will ensure compliance with and implementation of all regulations and requirements, CARF Accreditation, Medicaid regulations, State regulations, Federal regulations, HIPAA Law, and agency Policies and Procedures. The QA & Billing Manager is also responsible for overseeing thorough and timely billing practices to secure accurate reimbursement from Medicaid, private insurance, private pay, and ISA billing. The QA & Billing Manager ensures that billing is being processed accurately, in a timely manner, and in compliance with regulations.

The QA & Billing Manager must exercise attention to detail and superior organizational skills. This position requires the ability to ensure the Billing Technician understands applicable complex regulations and can explain those regulations to staff. Upon noticing subtle errors and inconsistencies in documents, the QA & Billing Manager must be able to communicate comfortably and effectively with staff regarding the documents that need revision. This position also requires the ability to establish structured routines to consistently meet deadlines. This position requires patience and the ability to stay focused on a task for a sustained period of time. The QA & Billing Manager must be self-directed and must work closely with the Executive Director.

### **Essential Job Functions**

- Ensure that agency policies are known and followed by all staff.
- Stay informed about all applicable State, Federal, Medicaid, Licensing and accreditation regulations and communicate any necessary changes in agency policy and procedures as required.
- Provide direct supervision and support to Billing Technician.
- Review billable services of staff and provide data analysis to Executive Director.
- Process Individual Service Agreement (ISA) requests according to agency policy and procedures.
- Ensure all ISA billing follows ISA billing regulations and is being processed, billed to the State, and funding is received and tracked accordingly.
- Attend weekly Management Team Meeting and Case Management Meeting.
- Assist Program Managers and Executive Director in gathering client data, as requested.
- Organize, maintain, and file all client documents in a timely and accurate manner, including intakes and discharges, and ensure that they are securely stored.
- Review and sign-off on all current client's Behavioral Health Assessments and Treatment Plans in accordance with State regulations.

- Handle records requests of current and former clients in accordance with HIPAA law and agency policy and procedures.
- Stay informed regarding all applicable regulations related to Medicaid billing and documentation of services.
- Review all documentation to ensure Medicaid standards are being met.
- Develop expertise in the navigation of Alaska's electronic records database system (AKAIMS) and oversee the agency's interface with AKAIMS.
- Train new staff in navigating AKAIMS, documentation techniques and requirements.
- Maintain Quality Assurance spreadsheets to track billable and non-billable services and oversee the billing cycle.
- Meet with Billing Technician at weekly meetings to speak about Quality Assurance issues and answer questions.
- Create and re-format documentation templates, as needed.
- Work with the Executive Director to create and update Quality Assurance and Billing Policies and Procedures to ensure compliance with State, Federal, Medicaid, Licensing, and Accreditation regulations.
- Review billing and denial summaries weekly to ensure billing is being processed timely and accurately according to regulations.
- Conduct at least ten chart reviews per quarter to ensure that client files are organized, complete, and up to date.
- Assist personnel conducting site reviews and audits and follows up on recommendations.
- Perform State self-audit annually.
- Review Remittance Advice documents and communicate with State or Medicaid for billing discrepancies and regulation updates.
- Perform other duties as assigned.

### **Knowledge, Skills, and Abilities**

- Exceptional organization and time management skills.
- Exceptional attention to detail and proofreading ability.
- Able to learn, understand, and apply Medicaid regulations, HIPAA confidentiality regulations, and agency policies.
- Able to use phone, internet, and other resources in conducting research related to QA & Billing.
- Able to communicate effectively both verbally and in writing with all agency staff.
- Able to positively interact with people daily.
- Demonstrates proficient general computer skills and can utilize Microsoft Word, Excel, and PowerPoint.
- Able to perform accurate and efficient data-entry.
- Willingness to perform other related tasks as assigned.

**Licenses and Certifications Needed**

- Must be able to successfully pass State of Alaska Background Check
- Must be able to successfully pass TB Test (Current)
- Must be able to obtain current CPR/First Aid

**Minimum Qualifications**

- Bachelor's degree preferred or equivalent experience.
- Some experience with Medicaid billing and Social Services required.
- Experience with AKAIMS or another electronic records database system preferred.

I acknowledge that I have received a copy of this job description.

---

Signature

Date

*NOTE: YAS is a dynamic organization changing as needed to best address its goals. This job description is representative of duties at a moment in time and is intended as a "living document" updated periodically to reflect changes in job responsibilities and/or emphasis. It is not intended or implied to be an employment contract but is a communication tool to explain the responsibilities, advertise the job and identify performance measures and potential training needs.*