

Billing Manager

Job Description

About Us

Family Strategies is licensed by DHS as an outpatient mental health agency in Mesa, Arizona, with over twenty therapists and a wide range of specialties. Our therapists provide counseling for individuals, couples, and families either in-person or by zoom/telephone. We also provide group counseling and classes for specialized issues. Our support staff provides telephone, scheduling, billing, and other administrative tasks for the agency.

About this Role

The billing manager is responsible for overseeing all activities and staff in the billing department which includes one billing manager and two billing specialists. The billing manager is also responsible for the development and oversight of policies and procedures that ensure timely, accurate client accounts. The billing manager reports directly to the Office Manager.

Responsibilities and Duties

- Hire, train, and supervise the billing team, leading with patience and professionalism.
- Oversee accuracy of jobs completed by the billing specialists.
- Collaborate with the billing specialists to ensure billing accuracy.
- Lead weekly billing team meetings.
- Perform appropriate follow up on issues or mistakes and resolve them as necessary.
- Reconcile billing accounts with the billing specialists and the Director.
- Collaborate with the Office Manager, Executive Team, and Supervisors as needed.
- Proactively analyze billing processes and make recommendations, changes, and policies, as needed.
- Address client questions and concerns and interact with clients using diplomacy, patience and clarity whether in-person or over the phone.
- Assist in analyzing and reconciling client accounts.
- Stay up to date on billing, insurance, software, and workplace changes that impact client financials.
- Analyze claims for accurate processing.
- Maintain strict confidentiality and abide by all HIPAA laws.
- Adhere to all policies and procedures in the Family Strategies Handbook.

Qualifications and Skills

- Basic knowledge of medical billing and how to read claims.
- Basic knowledge of insurance and the differences between deductible, max out of pocket, Copay and Coinsurance.
- Knowledge in Excel and Google Sheets.
- Strong internet computer skills and familiarity with Google Workspace.
- Ability to complete tasks in a timely manner with appropriate prioritization.
- Ability to troubleshoot without being guided.

Billing Manager

Job Description

- Ability to maintain composure and diplomacy with difficult clients.
- Ability to coordinate and collaborate with other managers/supervisors at the agency.
- Open to feedback and training.
- Integrity and honesty with work hours and financial data.
- Abide by policies and procedures of Family Strategies and its handbook.
- Assist and respond to the needs of therapists who have a variety of personality styles.
- Maintain professional demeanor at all times.
- Previous experience with billing and/or coding of medical claims preferred.

Location and Commitments

- Permanent full-time position (32-40 hours per week) based in-office, after a 30-day probationary period.
 - *Potential flexibility to work from home on occasion.*
- Hours:
 - Monday through Thursday 9:00 a.m. to 5:00 p.m.
 - Fridays 9am to 3pm
- Attends monthly agency meetings, in person, at the Mesa office location.
- Attends monthly admin meetings, in person, at the Mesa office location.

Salary and Benefits

- Probationary wage - To be discussed, 32-40 hours per week first 30 days.
- Starting wage - Based on experience, 32-40 hours per week (after completion of 30-day probationary period and satisfactory performance review with goals).
- Health Benefits – optional medical package
- Optional personal IRA
- Sick leave as per Arizona law