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Position (PSA): (E)
Developed by: DR
Reviewed by: DLJ
Approved by: LK
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UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Specialist, Clinic Operations/URI Speech and Hearing Center

DIVISION: Academic Affairs (CHS: Communicative Disorders)

REPORTS TO: Director, Speech & Hearing Center; Director, Audiology Clinic Chair, Communicative Disorders Department

GRADE: 8

SUPERVISES: Clinical staff

BASIC FUNCTION:

Provide support to the Directors of the Speech & Hearing Center and the Audiology Clinic in the administrative duties of managing the clinics, including directing and coordinating the overall functions of patient scheduling, medical billing, accounts receivable, and reimbursement management. Interface with current and prospective clients, their family members, and the public concerning clinic operations. Work under the general supervision of the Department Chair with specific duties assigned by the Clinic Directors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Coordinate all aspects of medical billing; verify the insurance coverage of clients and convey any pertinent insurance information to clients; verify and track billing codes for services rendered; create invoices for services rendered using electronic medical billing software; generate and send claims to insurance companies, analyzing for accuracy and completeness; follow up with insurance companies to resolve any coverage discrepancies; send invoices for co-pays, deductibles, and other charges as appropriate to clients; process payments from insurance companies and clients; maintain a current log of clients' billing and payment history; prepare and analyze accounts receivable reports on a monthly and yearly basis; audit current procedures to monitor and improve billing and collection basis efficiency.

Maintain compliance of clinic operations; ensure that billing and coding activities are conducted in a manner consistent with departmental and university protocols, and with state, federal, and payer regulations, guidelines and requirements; keep apprised of current coding, billing, and insurance regulations and educate clinical supervisors regarding same; maintain compliance with credentialing of clinical providers consistent with accrediting/regulatory standards; assist the Clinic Directors in ensuring that contracts with outside organizations are completed in a timely manner; review and assess operational procedures and participate in development and enhancement of policies.

Coordinate client care; oversee scheduling of clients and ensure that schedules are up-to-date; provide confidential, tactful, and sensitive support to clients, such as providing appointment reminders, greeting clients and performing check-in and check-out tasks, and answering phone and email inquiries; maintain client records in electronic and hard-copy medical report formats, as required by the Directors of the Speech & Hearing Center and the Audiology Clinic; maintain HIPAA compliance; assist the Director of the Audiology Clinic in the management of hearing aids.

Represent the clinic to outside parties; draft documents and correspondence for the Directors of the Speech & Hearing Center and the Audiology Clinic; communicate with the public and officials (within and outside the University) on behalf of the Directors of the Speech & Hearing Center and the Audiology Clinic, as needed; support marketing efforts of the clinic, as needed; assist in the development of customer service surveys for accreditation reporting.

Supervise and train clinical staff: Supervise and train staff in clinical management tasks as needed (e.g., clinical intake procedures, posting of insurance claims, communication with clients); manage the schedule of support staff.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other duties as required.

LICENSES, TOOLS, AND EQUIPMENT:

Hardware: Personal computer; printer, fax, scanner and copying machine.

Software: Microsoft Office (i.e., Word, Excel, PowerPoint); database management and scheduling software; Electronic Medical Record (EMR) software; survey software; email and other communications software.

ENVIRONMENTAL CONDITIONS:

The incumbent is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum two years of administrative experience in a healthcare setting including medical billing; Demonstrated knowledge of health insurance, Medicare regulations, and medical terminology; Demonstrated experience with Microsoft Office (i.e. Word, Excel, PowerPoint) and Electronic Medical Record (EMR) systems; Demonstrated time management and organizational skills (including coordinating and prioritizing complex tasks); Demonstrated ability to handle sensitive patient information in a confidential manner; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; and Demonstrated ability to work with diverse groups/populations.

PREFERRED: Demonstrated experience working in the fields of speech-language pathology and audiology.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.