

Billing and Cashiering Supervisor (7204U) University
Health Services 59882
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=222700>

Downloaded On: May. 9, 2024 12:01pm

Posted Oct. 2, 2023, set to expire Jun. 30, 2024

Job Title	Billing and Cashiering Supervisor (7204U) University Health Services 59882
Department	University Health Services
Institution	University of California, Berkeley Berkeley, California
Date Posted	Oct. 2, 2023
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Communications/Public Relations Fiscal Services Health Services
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Job Description

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About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

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The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and [our Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with up to 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

The Billing and Cashiering department is responsible for the success execution of several steps in the revenue cycle which includes, but not limited to; claim billing of 837s, retrieval of remits (835), collection of payments from the students, deposit of funds from the SHIO & UHS in general. The department is responsible for taking payments for the Health Opportunity Fund and handling student inquiries about billing to their campus accounts.

Application Review Date

The First Review Date for this job is: 10/13/23. The posting will remain open until filled.

Responsibilities

- Oversees the revenue cycle workflow associated with Medical and Behavioral Health claims for

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the University Health Service Center. Responsible for the corrected billing and collecting revenue on behalf of UHS.

- Oversees the daily billing of claims from the current EMR system to our Insurance Payer.
- Billing of all Student Health Insurance claims.
- Responsible for timely revenue capture and correct coding of claims for the daily processing of claims.
- Responsible for the daily processing of claims.
- Leads, directs and evaluates up to 5 staff members at the professional and represented level who support billing, claims processing and cashiering.
- Oversees multiple cashiering functions including deposits, Campus Account Billing, patient payments, claims coding error corrections.
- Responsible for conducting regular cash audits.
- Responsible for frequent checking of all credit card machines throughout UHS for tampering and reporting all findings.
- Responsible for the upkeep, maintenance and replacement of all credit card machines at UHS.
- Responsible for the training and cross training of the Billing and Cashiering staff.

EMR claims processing and ERA retrievals.

- Oversees the daily billing of claims to the current Insurance Payer.
- Oversees the daily retrieval of the ERA form the provider to the current EMR system.
- Liaison between the IT department and Student Health Insurance for all billing, coding, and cashiering related items.
- Responsible for the annual audit of the credit card machines in conjunction with the Controller's Office.

Oversees and maintains the collection and reporting of claims data.

- Prepare monthly/weekly reports for the manager of the Student Health Insurance Office.
- Aged accounts managed with a goal of no claims over 90 days unresolved.
- Gathers, analyzes, prepares, and summarizes areas of potential loss; recommends appropriate type and level of loss protection to be implemented.
- Implements and monitors control strategies and programs involving claim payments. Monitors subrogation and other issues with Insurance Payer and strategies to improve billing effectiveness.
- Maintains timely billing windows and practice to ensure positive revenue flow from the insurance payer.

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- Functions as the claims billing matter expert. Response to escalated claims issues from students or staff.

Responsible for claims issues resolutions including but not limited to: Rejections, denials and over and under payments.

- Reports and resolves any claims billing any claims issues that may negatively impact the revenue stream at UHS.

Other duties as assigned

Required Qualifications

- Bachelor's degree in related area and / or equivalent experience / training.
- Knowledge of health insurance industry experience (customer service, benefits counseling, claims processing or brokerage services)
- Knowledge of medical causation and relatedness, as well as coordination of medical treatment protocols.
- Demonstrated strong interpersonal relationship management and customer service skills to build effective relationships with a diverse staff in a complex organizational structure.
- Demonstrate a strong understanding of medical coding (ICD-10CM, CPT, HCPCS)
- Excellent written and verbal communication skills
- Demonstrated ability to organize, coordinate and completed work and projects effectively and within deadlines.
- Knowledge of the principles and practice of management
- Ability to function under fluctuating workloads, with frequent distractions and interruptions.
- Demonstrated initiative, resourcefulness and ability to see priorities.
- Critical thinking and creativity in problem-solving with a penchant for detail and commitment to accuracy.
- Expert user of Microsoft Office Suite (Word, Excel) and Electronic Medical Records (EMR) systems
- Must have some knowledge of finance policies, practices and systems.
- Has ability to gather, organize, and perform basic financial analysis assignments.

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- Requires ability to present information in a clear and concise manner in both writing and verbally.

Preferred Qualifications

- Basic interpersonal skills, customer service orientation, active listening skills, and organizational skills.
- Excellent planning, organization and project management skills
- Ability to manage multiple assignments through prioritizing tasks and managing time.
- Strong verbal and written communication and presentation skills.
- Strong teaching skills. Ability to break down complex concepts in an understandable way.
- Excellent analytical, decision-making and problem-solving skills.

Salary & Benefits

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

- The budgeted salary range that the University reasonably expects to pay for this position is \$85,000.00 - \$94,000.00 annually.
- This is a 100% full-time (40 hours per week), career position that is eligible for full UC benefits.
- This position is exempt and paid monthly.

How to Apply

To apply, please submit your resume and cover letter.

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Other Information

- Your employment is dependent on obtaining and maintaining a credentialing clearance (if applicable), background clearance and medical clearance according to University Health Service policies.
- This role has a hybrid schedule, with up to 60% remote capability.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Mandated Reporter

This position has been identified as a Mandated Reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a Mandated Reporter.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the [U.S. Equal Employment Opportunity Commission](#) poster.

For the complete University of California nondiscrimination and affirmative action policy, please see the University of California [Discrimination, Harassment, and Affirmative Action in the Workplace](#) policy.

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To apply, visit

https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCH

Contact Information

Please reference Academickeys in your cover letter when
applying for or inquiring about this job announcement.

Contact

N/A

University of California, Berkeley

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