



# DREAMCENTER

<b>Job Title:</b>	<b>Billing Specialist</b>	<b>Job Category:</b>	Full-Time
<b>Pay Scale:</b>	<b>60,000 – 75,000</b>		
<b>Department:</b>	CalAIM		
<b>Location:</b>	Dream Center Los Angeles		

**Job Purpose:**

**The Dream Center’s purpose is to reconnect people to a community of support by providing human services that address immediate and long-term needs in the areas of homelessness, hunger, poverty, addiction, education, and human trafficking. The Billing Specialist will manage the day-to-day administrative operations of the Dream Center and play a vital role in the CalAIM CS and ECM billing cycle. In addition, the Billing Specialist will also provide CalAIM-specialized billing services along with other billing duties.**

**Duties:**

- Submits invoices to the Managed Care Plan (MCP) for multiple CS and ECM rendered on a single day for a single Member.
- Prepare and submit service invoices as otherwise specified in the CalAIM CS Provider Standard Terms and Conditions and in alignment with other MCP contractual requirements with DHCS.
- Submit claims for the provision of CS and ECM-related services to MCPs using the national standard specifications and code sets to be defined by DHCS.
- Collaborate with other departments to obtain and analyze additional information about patients to be able to record and process billing effectively.
- Ensures that maximum reimbursement is obtained through billing and coding, of all services rendered.
- Responsible for correcting, completing, and processing claims of all respective payer codes.
- Daily monitoring of assigned queues for claim progression directly impacting timely payments
- Manages the claims process, including accurate and timely claim creation, follow-up and correspondence with providers, and insurance inquiries/correspondence.
- Prepares and submits clean claims to third-party payers either electronically or by paper per the payor guidelines.
- Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations.
- Assist patients and their families with billing questions/concerns and respond promptly to billing inquiries via telephone, email, and other communication methods as needed and as requested by the MCP.
- Contributes to every stage of the revenue cycle, from claim submission to denial management, to payment posting review and reporting.
- Keeps and maintains a safe and clean work environment.
- Provides and/or coordinates all staff safety training and implements safety practices to reduce and prevent injuries.
- Prepare, review, and transmit claims using billing software, including electronic and paper claim processing with timely claim submission
- Manages reports and complies with all permitting, licensing, security and certification.
- Keeps a schedule of duties with staff for any and all maintenance, cleaning, and clerical work.



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- Prepares and keeps an organized filing system for all CS and ECM program documents related to billing.
- Submit monthly reports of billing activities and developments to the CEO and Director.
- Keeps client files updated with medical, legal and social service-related documents.
- Attends trainings and regular meetings with Lead Case Manager for Dream Center.
- Attends weekly team meetings.
- Other duties and responsibilities as required by the Executive Director(s), Program Director(s), or a Supervisor.

### **Expectations:**

- **To understand and uphold all DC and DC CalAIM policies as outlined in the DC Policies and Procedures Manual, DC Community Supports Policies and Procedures Manual, and the DC ECM Case Management Policies and Procedures Manual**
- **To provide support to DC CalAIM Director**
- **To ensure proper communication is happening between DC CalAIM Director and rest of team**
- **Interest in working with homeless and those at risk of homelessness and their families**
- **A nondiscriminatory attitude regarding people**
- **A mature and responsible person**
- **Adaptability; must be a sound and positive decision maker in rapidly changing conditions; anticipating, addressing, and solving problems.**
- **Strong computer skills, including general knowledge and data entry skills.**
- **A relationship builder for cooperative and mutually beneficial long-term relationships.**
- **Personal presence, projecting a professional image in speech and demeanor in interactions with others in multiple venues and scenarios.**
- **Ability to multitask.**
- **To respond to emails and voicemails quickly and professionally**
- **To communicate openly with Director and remain flexible**
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### **Skills/Qualifications:**

**Attention to Detail, Ability to perform under a high level of stress, Problem solver, Strong communication skills, both verbally and in writing, Mature and full of integrity, Detail-oriented, Ability to operate as a team player, Must have at least (2) years of experience in billing operations, Working knowledge of computer programs including Excel, PowerPoint, Word, various data entry programs and internet navigation**

*Last Updated: April 5, 2023*