



7 Billables Roles and Responsibilities

Use this to help decide which Billables role or roles are right for you.

Biller

Responsibilities/Duties

- ▶ Familiar with payer rules and regulations
- ▶ Compile and submit claims, patient statements
- ▶ Identify and resolve billing issues
- ▶ Post insurance and patient payments
- ▶ Review past-due accounts
- ▶ Submit appeals
- ▶ Resolve claim denials
- ▶ Interpret payer notices and responses

Cashier

Responsibilities/Duties

- ▶ Operate computer and credit card devices
- ▶ Determine and collect fees (review registration forms)
- ▶ Make and document payment arrangements, using clinic policies
- ▶ Process refunds

Insurance Verifier

Responsibilities/Duties

- ▶ Contact carrier (phone or web)
- ▶ Record patient information
- ▶ Explain coverage benefits

Registration

Responsibilities/Duties

- ▶ Explain clinic processes
- ▶ Translate benefit details on to forms
- ▶ Scan or copy patient insurance card
- ▶ Direct patient to cashier
- ▶ Compile forms

Contracting Specialist

Responsibilities/Duties

- ▶ Ability to promote the department
- ▶ Call insurers
- ▶ Describe your patients and services
- ▶ Submit application

Credentialing Specialis

Responsibilities/Duties

- ▶ Keep track of multiple deadlines
- ▶ Keep physician accreditation (medical certifications and credentials) current
- ▶ Compile physicians' important documents
- ▶ Complete the credentialing process and secure the physician's signature
- ▶ Make changes and updates

Clinician

Responsibilities/Duties

- ▶ Document reason for visit, service, & treatment plan
- ▶ Know coding standard practices on your Superbill/Fee Ticket
- ▶ Sign for accuracy of your claims
- ▶ Meet compliance for CPT & ICD-9 guidelines and special rules