

Bill Review Supervisor

The Bill Review Supervisor is responsible for supervising medical bill review processors and or Provider Relation Representatives on a daily basis. Supervisor is also responsible for building a high performance culture by developing, training, and coaching the BR reviewers. Bill Review requires an affinity for medical billing, coding and claims, and a meticulous attention to detail to identify errors and discrepancies. The Supervisor is also responsible for evaluating the daily workflow and provide feedback to the Manager/ Director to improve overall efficiency.

Position Specifics: Full-time, Non- Exempt position; working in office Monday through Friday

The job responsibilities will include, but are not limited to:

- Supervise and evaluate personnel on your team
- Accurately and appropriately analyze complex medical bills and make payment recommendations based on claim history, medical notes, usual and customary rates (UCR), statutory regulations including state laws and fee schedules, available MPN/PPO contracts, coding guidelines, client instructions, and company policies and procedures.
- Participate and help lead the quality assurance (QA) process, BR workflow and Provider Relations team.
- Lead the Provider Relations team and work with the PR representatives and BR Reviewers to meet the needs of our clients, medical providers, Claim Administrators, etc.
- Respond to issues and drive problem resolution in a quick turn- around time.
- Participate in ongoing training to enhance job skills and knowledge.
- Maintain monthly statistical information regarding employee performance and perform monthly reviews.
- Maintain monthly statistics regarding client data.
- Continuous working knowledge of Ahshay and other BR related systems.
- Demonstrate positive behavior and lead by example to improve work environment.
- Support and assist all levels of the organization.

Job Requirements:

- High School Diploma required
- 5+ years of experience in complex Workers' Compensation Bill Review with customer service exposure.
- Knowledge of medical terminology, CPT codes, and DRG.
- Ability to read, analyze, and interpret technical procedures, medical reports, state laws and fee schedules.
- CPC (Certified Professional Coding) coursework or certification a big plus.
- Experience supervising staff members.
- Demonstrate the ability to manage people in a fast pace environment
- Good Written and Oral Communication Skills
- Good Interpersonal Skills
- Good Organization Skills
- Good comfort level with computers and computer programs (MS Word, MS Excel, Email)
- Ability to work independently with minimal supervision
- Ability to meet deadlines in a high pressure, time sensitive environment
- Ability to lift up to 20 lbs

- Sit (approx. 75-100% of the time), stand (approx. 0-25% of the time), type (approx. 75-100% of the time) and do the job with or without reasonable accommodation.