



Reimbursement Officer

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
REIMBURSEMENT OFFICER I	1242	B12	\$33,840 - \$49,798
REIMBURSEMENT OFFICER II	1244	B14	\$37,144 - \$55,134
REIMBURSEMENT OFFICER III	1246	B16	\$40,918 - \$61,130
REIMBURSEMENT OFFICER IV	1248	B18	\$45,521 - \$71,055
REIMBURSEMENT OFFICER V	1250	B20	\$51,158 - \$81,351

GENERAL DESCRIPTION

Performs reimbursement or claims processing work involving determining eligibility; obtaining financial information; maintaining accounts; and collecting charges for the support, maintenance, and treatment provided to clients.

EXAMPLES OF WORK PERFORMED

Reviews and analyzes documents to identify and determine the appropriate claim source.

Analyzes financial information for ability-to-pay determinations.

Interviews clients, relatives, or guardians of clients to determine the proper rates to be charged for support, maintenance, and treatment provided to clients.

Prepares correspondence, forms, and reports; and maintains records of assigned cases.

Prepares claim forms necessary to obtain reimbursement from insurance companies and governmental agencies.

Collects payments from clients based on their ability to pay for services.

Refers claims or accounts requiring legal assistance to appropriate staff.

Establishes and maintains accounts in databases or applicable computer systems.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level V may also perform work listed within the previous levels.

Note: Factors that may distinguish between entry and journey levels include the level of independence in performing the work and the complexity of the work and may include the years of related experience and certifications. Employees at the journey levels may independently perform the full range of work listed in the examples or may assist others in that work.

REIMBURSEMENT OFFICER I: Performs routine (journey-level) reimbursement or claims processing work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment.

REIMBURSEMENT OFFICER II: Performs moderately complex (journey-level) reimbursement or claims processing work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

Note: Senior-level employees may perform the full range of work identified in the levels preceding their own, and/or may coordinate or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility and authority; and the nature of the financial processes.

REIMBURSEMENT OFFICER III: Performs highly complex (senior-level) reimbursement or claims processing work. Work involves performing, coordinating, and/or monitoring billing and collection activities. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate and/or perform financial interviews, financial investigations, asset research, and fee determinations.
- Coordinate and monitor billing and collection activities.
- Conduct reviews to monitor compliance with state and federal laws, rules, and regulations pertaining to reimbursements that are highly complex in nature or large in scale.
- Conduct investigations and determine amounts to be charged for care and treatment based on findings.
- Assess training needs based on observations and monitoring of reimbursement programs.
- Determine proper payment, collection of charges, and issuance of payment on claims.
- Establish charges and procedures for the collection of accounts.
- Process protests and appeals.
- Resolve billing problems and financial determinations.

REIMBURSEMENT OFFICER IV: Performs advanced (senior-level) reimbursement or claims processing work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Interpret, establish, and implement policies and procedures.
- Prepare and disseminate reports and information involving policies, procedures, and activities.
- Gather financial data to be used in reports to management.

REIMBURSEMENT OFFICER V: Performs highly advanced and/or supervisory (senior-level) reimbursement or claims processing work. May supervise the work of others. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Oversee, coordinate and/or monitor billing and collection activities.
- Coordinate, plan, and conduct training sessions, workshops, and seminars.
- Oversee staff engaged in financial interviewing, financial investigations, asset research, and fee determinations.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in claims processing and health-related account and collection work. Graduation from an accredited four-year college or university with major course work in business administration or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of the principles of collection and accounting, and of the rules and regulations governing reimbursement for agency services.
- Skill in interviewing techniques; and in the use of general office equipment, computers, and applicable computer software.
- Ability to communicate effectively.

Additional for Reimbursement Officer II – V levels

- Ability to provide guidance to others.

Additional for Reimbursement Officer III – V levels

- Ability to supervise the work of others.

Additional for Reimbursement Officer IV – V levels

- Skill in resolving problems, in reviewing and evaluating options, and in implementing solutions.