



# Reimbursement Officer II

Salary Group: B14

Class Code: 1244

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
REIMBURSEMENT OFFICER I	1242	B12	\$27,840 - \$43,798
<b>REIMBURSEMENT OFFICER II</b>	<b>1244</b>	<b>B14</b>	<b>\$31,144 - \$49,134</b>
REIMBURSEMENT OFFICER III	1246	B16	\$34,918 - \$55,130
REIMBURSEMENT OFFICER IV	1248	B18	\$39,521 - \$64,449
REIMBURSEMENT OFFICER V	1250	B20	\$45,158 - \$73,788

## GENERAL DESCRIPTION

Performs moderately complex (journey-level) reimbursement or claims processing work. Work involves determining eligibility; obtaining financial information; maintaining accounts; and collecting charges for the support, maintenance, and treatment provided to clients. May provide guidance to others. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

## 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 in applicable computer systems.

Assists in processing protests and appeals.

May assist in establishing charges and procedures for the collection of accounts.

May take appropriate action to collect, adjust, or write off delinquent charges.

May provide guidance to others.

Performs related work as assigned.

## **GENERAL QUALIFICATION GUIDELINES**

### **EXPERIENCE AND EDUCATION**

Experience in claims processing and health-related account and collection work. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

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, and to provide guidance to others.