



**THE COQUILLE INDIAN TRIBE**  
**Ko-Kwel Wellness Center**

**Job Title:** Billing Supervisor  
**Department:** KWC Finance  
**Reports to:** Finance Director  
**FLSA Status:** Exempt – Full Time  
**Salary Grade:** \$26.02 - \$42.28  
**Location:** Coos Bay/North Bend (remote work in Oregon will be considered)

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance.

Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

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**SUMMARY OF MAJOR FUNCTIONS**

Working under the direction of the Health and Wellness Finance Director, this position will supervise billing, collections, payment posting, and account management functions. Responsible for overseeing the billing for the Ko-Kwel Wellness Center (KWC) and providing oversight, leadership, and guidance to business office staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Manage and direct all personnel working in insurance billing at Ko-Kwel Wellness Center facilities.
2. Responsible for the analysis of patient accounts to identify and resolve billing and processing problems in a timely manner.
3. Reviews, analyzes, modifies, and implements efficient and effective accounts receivable processes, policies, and procedures.
4. Responsible for best practice standards for revenue cycle management.
5. Proactively respond to revenue cycle issues to promote maximum reimbursement.
6. Thoroughly understand and utilize electronic patient management reporting and operating capabilities. Identify and implement methods to automate and streamline revenue cycle processes.
7. Responsible for verification of patient insurance.
8. Responsible for accurate and up-to-date fee schedule and updating new and expired billing codes in electronic health records.
9. Audit health records to ensure coding is accurate; identify, track, and resolve potential system or workflow issues.
10. Direct processing of all insurance claims to include private insurance, Medicare, Medicaid, etc. and payment posting.
11. Responsible for auditing delinquent accounts. Monitors and manages efforts being taken before assigning bad debt status.

12. Coordinate with Information Technology/ Health Information personnel to improve and maintain accurate administration of work processes within the system, including claims submission & logistics, fee schedule management, and customized reporting.
13. Manage credentialing and contracting process for the clinics and providers for third party payers.
14. Reconcile on a monthly basis cash deposits and receipts recorded in the Tribe's Accounting system with insurance and patient payments recorded in the electronic health records system.
15. Manage accounts receivable aging to ensure balances owed are collected in a timely manner.
16. Promote exceptional customer service to patients and internal constituents through leadership and implementation of standards.
17. Other duties as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all work requirements that may be inherent in the job.

#### **PHYSICAL REQUIREMENTS**

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, stooping and occasionally requires lifting up to 25 pounds. Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

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

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
2. Possess awareness and sensitivity of Indian traditions, customs, and socioeconomic needs and ability to work effectively with diverse cultures.
3. Knowledge of regulations on the confidentiality of medical records (HIPAA).
4. Knowledge of medical terminology.
5. Working knowledge of billing operations, including charges, coding, payment, insurance claims and appeals.
6. Advanced and current knowledge of CPT, HCPCS and ICD-10-CM coding.
7. Ability to develop and train the skills of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.
8. Demonstrated ability to be results driven; making decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.
9. Ability to maintain professionalism, confidentiality, and objectivity under pressure and in crisis situations. A breach of confidentiality or fraud is grounds for immediate dismissal.
10. Ability to make decisions independently in accordance with established policy and procedures.

11. Extensive knowledge of third-party and insurance company operation procedures, regulations and billing requirements, and government reimbursement programs.
12. Thorough understanding of medical information systems for billing and accounts receivable, spreadsheet analysis, and reporting applications
13. Ability to proactively analyze and resolve potential issues that may negatively affect the organization's reimbursement and accounts receivable.
14. Strong management skills and ability to manage employees working remotely.
15. Excellent customer service skills.
16. Ability to operate an electronic patient management system and electronic health records system.

#### **REQUIRED QUALIFICATIONS**

- A. Bachelor's Degree in Business Administration, Healthcare management, or related field. A combination of formal education, training and related work experience will be considered.
- B. Five years of progressively responsible experience supervising staff in revenue cycle operations required.
- C. Extensive knowledge of billing for public programs such as Medicaid/Medicare, the use of current practice management systems, with knowledge of EPM/EHR systems required.
- D. Thorough understanding of third-party medical, behavioral health, and dental billing processes, revenue cycle management and best practices required.
- E. Experience with Indian Health or Federally Qualified Health Centers preferred.
- F. Experience with Epic preferred.
- G. First Aid/CPR certification required or ability to obtain within 90 days of employment.
- H. Current and valid Oregon driver's license in good standing is required with no insurability restrictions as determined by the Tribe's insurance carrier.