

DACUM Research Chart for Medical Biller

DACUM Panel

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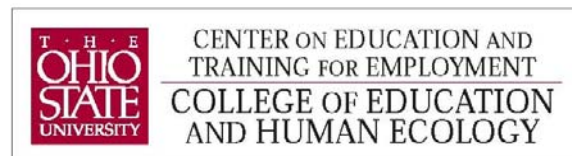
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Duties		← Tasks →				
A	Process Patient Demographics	A-1 Verify patient demographic information	A-2 Verify patient insurance information	A-3 Obtain missing patient/insurance information	A-4 Enter patient demographic information	A-5 Enter insurance authorization information
B	Process Medical Charges	B-1 Verify services rendered information	B-2 Verify coding information	B-3 Enter medical charges		
C	Process Insurance Claims	C-1 Prepare claims files	C-2 Transfer claims files (send/upload depending on the system)	C-3 Correct clearinghouse/payor rejections	C-4 Retrieve confirmation reports	C-5 Process paper (CMS-1500) claims
D	Process Claims Payments	D-1 Enter patient payment information	D-2 Retrieve ERA file	D-3 Process insurance ERA file	D-4 Apply insurance payments manually	D-5 Correct insurance denials
E	Prepare Patient Statements	E-1 Analyze patient accounts receivable	E-2 Manage past-due accounts	E-3 Process patient statements	E-4 Respond to patient phone calls	
F	Manage Insurance Follow-Up	F-1 Create insurance aging report	F-2 Investigate unpaid insurance claims	F-3 Resolve unpaid insurance claim errors		
G	Manage Provider Accounts	G-1 Maintain provider relationship	G-2 Create provider* financial analysis spreadsheets	G-3 Prepare monthly production reports (e.g., financial, services rendered)		G-4 Train providers' staff (e.g., billing requirements)
H	Perform Administrative Activities	H-1 Participate in professional development training	H-2 Develop work procedures	H-3 Provide biller training	H-4 Assist with biller training	H-5 Conduct monthly billing staff meetings

*Providers include Physicians, Psychologists, Psychiatrists, Nurse Practitioners, Therapists, Social Workers, Chiropractors, & Physician Assistants.

D-6 Reconcile payments entered	D-7 Process secondary EOB	D-8 Scan daily documents into electronic file			
G-5 Develop billing documents (e.g., charge slips, routing slips)		G-6 Prepare insurance enrollment paperwork	G-7 Review account income with provider		
H-6 Distribute daily mail	H-7 Process correspondence (e.g., email, fax, phone)	H-8 Complete special projects for management	H-9 Prepare postage labels	H-10 Serve as receptionist back-up	H-11 Resolve IT issues

General Knowledge and Skills

Windows 95, 98, 2000, XP	People skills
Internet Explorer	Organizational skills
Microsoft Office	Time management skills
Customer service	EDI standards
Problem solving	Ability to follow directions
Basic math	Research skills
Listening skills	Team work
Interpretation skills	Computer skills
Medical terminology	Office equipment
Medical insurance process	HIPAA
Medical billing software	

Worker Behaviors

Professional	Self-starter
Personal hygiene	Multi task
Reliable	Thick skinned
Sense of humor	Self awareness
Dependable	Confident
Attention to detail	Decision maker
Patience	Organized
Resourceful	Accurate
Adaptable to change	Conscientious
Positive	Focused
Polite	Tenacious
Motivated	Diligent
Determined	Loyal
Assertive	Compliant

Tools, Equipment, Supplies and Materials

Computer	File cabinet
Printers	Adding machine
Fax machine	CMS-1500 form
Billing software	JFS6780 form
Telephone/telephone	Coding books
Equipment	Training manuals
Postage machine	Software manuals
Scanner	Desk/cubicle
General office supplies	
Copier	

Future Trends and Concerns

- Move from paper to paperless
- Federally mandated changes
- Automation
- Location/move
- ICD-10 enforcement
- Job security
- Uncertain future

Acronyms

CMS 1500 Form	Center for Medicare and Medicaid Services
CPT	Current Procedural Terminology
EOB	Explanation of Benefits
EOM	End of Month
EDI	Electronic Data Interchange
ERA	Electronic Remittance Advice
HIPAA	Health Insurance Portability and Accountability Act
ICD 9	International Class of Diseases
ICD 10	International Class of Diseases (to be release edition)
IT	Information Technology