

## Job Description

Page 1 of 2

**TITLE:** Quality Improvement Director

**REPORTS TO:** Owner

**SUPERVISES:** NONE

**EXPECTATION OF WORK HOURS:** Full Time

### **DUTIES/RESPONSIBILITIES:**

1. Complies with all applicable Company policies and procedures.
2. Responsible for oversight of billing to private insurances, private individuals and/or Government entities for home medical equipment.
3. Responsibilities include compliance with all governmental and regulatory agencies.
4. Understands and complies with all governmental, regulatory and company billing and compliance regulations/policies including but not limited to Medicare and Medicaid programs
5. Follows-up with payers, patients and other appropriate parties to collect open billings in a timely manner and to ensure compliance with billing regulations.
6. Coordinates all patient information and processes paperwork as needed.
7. Ensures that patient records are established correctly with record of appropriate equipment rental information.
8. Reviews correspondence with billing provider regarding pending/denied claims
9. Directs implementation of quality improvement program to meet Company and accreditation standards.
10. Ensures that required quality improvement data is collected and reported in a timely manner.
11. Ensures that accreditation requirements are met

### **MINIMUM QUALIFICATIONS:**

1. Ability to file, perform accounting functions, maintain records, understanding of reimbursement requirements, good typing and telemarketing skills.
2. Skills: Basic MS Word skills required.
3. General knowledge of government, regulatory and company billing and compliance regulations/policies for Medicare, Medicaid preferred.
4. Two years experience in insurance office, doctor's office or three years general office experience.

5. High school education required with minimum two years junior college (all business courses) preferred.
6. Effective verbal and written communication skills.
7. Knowledgeable in all major insurance carrier reimbursement guidelines and eligibility for coverage by third party payers.

**Page 2 of 2**

**REQUIRED KNOWLEDGE/EXPERIENCE:**

Knowledge of computers and telephone

Knowledge of medical billing system preferred.

2-4 year's HME billing. Data entry, accounting or customer service experience also required.

**REQUIRED LICENSE/CERTIFICATION:** NONE

**COMPETENCY REQUIREMENTS:** NONE

**PHYSICAL DEMANDS:**

Sitting, standing, walking at desk, in office

Operation of office machinery and computer

Occasionally lift/move items up to 20 pounds

Visual abilities to include reading, distance vision and peripheral vision

**I have received this job description. I believe I am fully capable of performing all items and task listed above and meet all the necessary qualifications.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_