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**JOB DESCRIPTION**  
**Billing Specialist for Behavioral Health Services**  
**Revised 11/13/2024**

**1. Title of Position and Supervisor**

Title: Billing Specialist  
Department Supervisor: Billing Manager  
Job Location(s): 3900 W. Brown Deer Rd  
Employment Type: W-2 Employee, Full or Part Time, Daytime Hours, Hourly  
Salary/Benefit Notes: Earnings will be hourly, commensurate with past mental health billing experience

**2. Job Summary**

The Billing Specialist submits Shorehaven's bills to 3<sup>rd</sup> part payer and consumers. The job also includes posting payments, working with payers to resolve denials of payment, and maintaining accurate client insurance information. The Billing Specialist communicates with the staff and also communicate sensitively with consumers. The Billing department also assembles records for records requests. A very high degree of accuracy and timeliness is essential. Also essential is being a sensitive communicator who remembers that many of our clients have had traumatizing experiences.

In addition, we all maintain complete confidentiality of client information, client records, business records, and company information and procedures.

**3. Position Qualifications**

The ideal candidate MUST have experience in medical/behavioral health billing and will have computer-based billing and receivables experience and computer skill.  
Required Education: Some College  
Required Experience: 3 to 20+ years  
Familiarity with CPT codes and exposure to ICD10 coding.  
Skilled with email and Word, some familiarity with Excel  
Excellent time management skills as almost everything about the position has time frames and deadlines.  
Excellent attention to detail as all the postings have to be totally accurate  
Initiative to develop procedures to find new and better ways to accomplish goals

**4. Major Duties and Responsibilities**

Double check outgoing billing for accuracy

Electronically (or by mail) submit claims to payers  
Print and send client statements  
Process and post in-coming payments  
Problem-solve denials, including contacting insurance companies to resolve unpaid claims  
Advising clinicians of time-billing deadlines  
Work cooperatively with clinicians to solve billing problems  
Communicate sensitively with consumers regarding payments, bills, and collections  
Master use of electronic health record and billing software  
Process medical records requests

## 5. Accountability and Benchmarks

Accuracy, completeness, and timeliness is crucial to this job

Keep up-to-date on all outgoing and incoming billing with close to 100% accuracy

Observed positive interaction and relationships with consumers/clients and staff

Outstanding telephone manner observed by staff

Medical records sent in a timely way

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You are hired not merely to perform a job function, but because we believe your skills will make those job functions an effective, integral and important part of growth of you department and SBH and contribute to the welfare of your colleagues, our clients and the community.

You will be making a contribution to the profitability from which you and your team members will benefit.

Every duty and expectation is your contribution to the welfare of the entire team, the company, yourself and the welfare of our clients.

### Customers for Your Job Function

*Clients-* To enhance the well-being, health, quality of life, and lifestyle functioning of clients by assisting them to receive the help they may need by helping with the collections for their services.

*Clinicians-* To maximize the clinical staff's time by streamlining the payment processing process.

*Team Members-* To work together as a team to connect with and process every payment rapidly.

*Company-* To maximize payment flow. To maintain and contribute to the public perception that we provide excellent office services and customer service.

*Yourself-* To work with us on your career development and your job-satisfaction to make this your long-term job career.