



MEDICAL BILLING TEAM LEAD

Job Specification

WHO WE ARE

Encoda LLC is a technology-enabled services company that has spent the last 30 years developing patented revenue cycle management tools that enhance the billing cycle. This technology is at the heart of our services and what separates us from all other RCM companies. The industry has gone past the point where a smart, experienced employee can make all the difference. In today's world of complex reimbursement, you must have both the right people and the right technology to maximize revenue and timely payments. Encoda recently completed a private equity recapitalization with Hughes & Company, positioning us to accelerate the development of our rules-based workflow and analytics software and expanding its use to other areas of the healthcare reimbursement cycle that continue to plague physician groups.

WHO YOU ARE

In this role, you will be responsible for leading a remote team of medical billing associates. The lead is responsible for meeting the requirements and performance standards by directing the work efforts and results of your team. As the lead, you will develop the potential of the team members, provide regular performance feedback, respond to their daily inquiries, and ensure that the team is working effectively and efficiently with a high level of employee satisfaction. The lead will communicate regularly with the client and team members to increase client cash flow, resolve escalated billing issues, and assure the overall health of our client's practice.

We are looking for career-minded people, with the ability to see the world as we do – changeable. If this sounds like an exciting opportunity and you possess the qualities we are looking for, we invite you to submit a **cover letter** (required) and **resume** to.

A DAY IN THE LIFE

- Responsible for all aspects of medical billing from customer service, charge entry, payment posting, accounts receivables management, rejections, and denials management
- Review performance metrics/task sheets to ensure all items are addressed in a timely manner and employees are aware of their expectations and responsibilities
- Participate in all client onboarding, communications, and relationships
- Participate in contracted staff communication and relationships (e.g., training)
- Answer teams questions regarding process updates, daily tasks, etc.
- Assist in onboarding and training new employees
- Take on special projects as requested
- Conduct regular audits of representative claim work for accuracy and quality
- Develop a solid understanding of assigned client's processes to strategically review and analyze their A/R functions
- Represent the company at key industry events, trade shows, conferences, and client meetings
- Establish and maintain an understanding of competitive solutions



COMPETENCIES

At Encoda, we are big believers in competencies. Competencies are not the same as technical skills or experience. Technical skills describe 'what' you do, whereas competencies describe 'how' you do it. The following list describes the competencies required for success in our Medical Billing Team Lead role.

- **Leadership:** Influences, motivates, and coaches staff to meet goals and achieve greatness. Provides information, knowledge, and methods to realize a vision. Acts honestly and with integrity, leads by example, and gains trust and respect.
- **Communication:** Ability to communicate and present data in a clear, confident, and passionate manner. Is influential and knowledgeable on the subject matter presented.
- **Organization/Time Management:** Establishes a realistic and systematic course of action for self and others to accomplish specific goals. Possesses a strong ability to focus on multiple tasks and priorities amidst distractions.
- **Personal Growth:** Demonstrates the ability and strong desire to learn and accept broader responsibilities as the company continues to grow. Ability to give and take constructive feedback.
- **Strategic Focus:** Finds ways to capitalize on opportunities and provide value to the client. Always think strategically while keeping an open mind to new ideas and diverse perspectives.

WHAT YOU WILL BRING TO US

- Knowledge and/or experience with billing regulations
- Accounts Receivable experience: Follow-up, Appeals, Payment Posting, or Denials experience
- Intermediate to expert knowledge and/or experience in CPT, HCPCS, or ICD-10 codes
- Healthcare experience, insurance or hospital, physician's office, or medical clinic
- Experience in Medisoft, PrimeSuite, NexTech, Allscripts, and Centricity

WHAT YOU WILL GET FROM US

- Competitive compensation
- Market competitive healthcare coverage (medical, dental, vision, life, and disability insurance) and a 401(k)
- PTO policy designed to create work/life balance
- The opportunity to be a part of a leading Revenue Cycle Management organization with a strong mission and set of values

Encoda is an equal opportunity employer and offers competitive compensation and benefits package. To apply, please send a **cover letter** (required) and **resume** to HRsales@encoda.com.