



has an opportunity for a

Billing Supervisor
Corporate Office (Laguna Hills)
Full-Time

Western Youth Services is a leading expert in children's mental health and wellness solutions. As a hub of children's mental health in Orange County, we've been providing services and programs for our community for over 50 years. Our passionate and dedicated staff deliver services and programs that prevent, treat and heal our kids and families and increase their ability to live full and productive lives. If this sounds like you, and you meet the qualifications for this position, please send us your resume.

The Billing Supervisor is primarily responsible for overseeing the Billing Assistants, data entry, reporting, communicating across the agency and county, and general office support to the department.

Responsibilities:

- Supervise Billing Assistants, including performance management and evaluations
- Ensure the billing team meets productivity expectations and deadlines
- Oversee day-to-day tasks such as submittal claims for contract entities
- Investigate and resolve claim denials or discrepancies in a timely manner internally and within the county billing system
- Verifying notes in the Electronic Health Record (EHR), Medi-Cal eligibility, re-entering notes, batching notes, and fixing errors.
- Oversee private insurance claims with data entry into secondary billing software and legal document data collection
- Maintain point of contact for county (IRIS) System RCA
- Maintain accurate reporting of EHR billing queues, and county billing queues

Data Management and Reporting:

- Review and verify billing data for accuracy and ensure all charges processed accurately
- Maintain and manage the agencies EHR & County (IRIS) software billing system databases
- Collaborate with relevant stakeholders to align data management strategies with county contract obligations and reporting requirements
- Generate billing and financial reports to track revenue, outstanding accounts, and billing metrics for management review
- Implement data quality assurance practices, such as profiling and regular reviews to maintain high standards, plus update management of changes
- Investigating and resolving (IRIS) RCA disputes
- Ensure data integrity, and accessibility for all users

Information Systems and Technology:

- Perform regular updates, troubleshoot issues, and optimize system performance to operational needs and compliance requirements

Compliance:

- Abide by agency and contract compliance standards for billing and PHI

Minimum Qualifications:

- High school diploma or general education degree (GED) required; and two years' related experience; or an equivalent combination of education and experience
- Previous supervisory experience preferred
- Ability to organize and follow through with tasks, manage a team to achieve goals.
- Adaptable to agency needs, clear and professional communication with all agency staff & county contracted employees
- Awareness and demonstration of sensitivity to diverse socioeconomic and multicultural backgrounds
- Reliable and dependable
- Familiar with Medical & 3rd party providers
- Knowledgeable in basic computer troubleshooting methodology
- Computer proficiency with Microsoft Office Suite, Outlook, Word, Excel, and database skills
- Computer literacy with EXYM and (IRIS) applications preferred
- Certifications in SQL, CompTIA Network+, database management, or data analysis preferred but not required

Salary: Salary pay rate from \$70,000.00 to \$75,000.00. The actual salary may vary based on experience, equity, market, and Agency considerations.

Benefits: Comprehensive employee benefits package includes: Medical, Dental, Vision, Life Insurance, Long Term Disability and 403(b) Retirement Incentive & Savings Plan.

Western Youth Services' Mission: Advancing awareness, cultivating success, and strengthening communities through integrated mental health services for children, youth, and families.

Western Youth Services (WYS) is an Equal Opportunity Employer and seeks to recruit and retain a diverse workforce. WYS values and promotes a culture of inclusivity and belonging, one that embraces the contributions of richly diverse disciplines and perspectives of all employees and staff.