

JOB TITLE: Billing Coordinator

DEPARTMENT: Administration

FLSA STATUS: Non-exempt

FT/PT: Full-time (35 hours/week)

PAY: \$24.00-\$28.00 per hour

Are you passionate about supporting the well-being of older adults? Do you want to make a meaningful difference in the lives of the 24,000 individuals we serve each year? If so, North Shore Senior Center could be the perfect place for you! We are currently looking for a dedicated Billing Coordinator to join our team.

As a “Best & Brightest” company to work for, NSSC is a nationally accredited 501(c)(3) nonprofit, committed to enhancing the lives of older adults across a broad spectrum of needs—from those living independently to those needing comprehensive care. Our wide range of services includes specialized dementia care, social services, educational and wellness programs, and volunteer opportunities, all designed to enrich the lives of older adults across the 26 communities we serve.

SUMMARY: The Billing Coordinator provides administrative support to care coordination and supervisory staff in Senior and Family Services (SFS) by assuring accuracy of case records and the processing of activities in preparation for billing utilizing the appropriate software. In addition, the coordinator acts as the liaison between SFS and the Finance Department by collaborating with the Senior Billing Specialist. The Billing Coordinator may also provide training support and may serve as a mentor to care coordinators.

DUTIES AND RESPONSIBILITIES:

- Reviews and processes documentation for the following assessments completed by Care Coordinators:
 - CCP Initial and Rede Assessment Processing
 - CCU Transfer Assessment Processing
 - CCU Inter-Office Transfers Assessment Processing
 - CCP Provider Transfers Assessment Processing
 - CCP Terminations Assessment Processing
 - CCP Denials Assessment Processing
 - Title III CM Rede and Initial Assessments Processing
 - 6 month Visit Processing
- Reviews electronic case records for accuracy and completeness, following up with care coordinator staff, as needed, prior to submitting to billing
- Acts as a resource to SFS on documentation submission issues
- Collaborates with the Senior Billing Specialist to ensure all IDoA billing is submitted accurately and in a timely manner
- Communicates with director and supervisors as training needs are identified
- Provides training and mentoring to new care coordinators or others as assigned
- Meets with supervisor for regularly scheduled supervision
- Attends scheduled staff meetings
- Performs other related duties as assigned by management

QUALIFICATIONS:

- Associate degree (AA) from two-year college or bachelor's degree (BA, BSW) from four-year college or university in social work or related field, preferred, or equivalent combination of education and experience.
- Minimum of 1 years' experience working in an administrative/office environment. Nonprofit administrative experience, a plus.
- Computer skills required: Microsoft Office Suite, ability to learn internal proprietary database.
- Other skills required:
 - Mission oriented with a passion for working on behalf of the older adult population and in a social service capacity
 - Excellent organizational skills and attention to detail
 - Sensitivity to cultural diversity
 - Ability to foster cross-team communication
 - Experience with Community Care Program (CCP), preferred. CCC certification required but can be attained following hire

FULL-TIME BENEFITS/PERKS:

- 401(k)
- Employer matched 401(k) retirement savings plan
- Generous paid time off to maintain work-life balance
- Sick Time
- 12 Paid Holidays
- Comprehensive medical, dental, and vision insurance coverage
- Employer Paid Life Insurance
- Short-term Disability Insurance
- Employer Paid Long-term Disability Insurance
- Flexible spending and health savings accounts
- Access to employee assistance programs
- Employee discounts
- Mileage reimbursement
- Professional development opportunities
- Referral bonus program
- Tuition reimbursement
- Diverse and inclusive workplace
- Positive work culture
- Free membership to NSSC Fitness Center

To be considered for this position, please send your resume to hr@nssc.org.

EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race (including traits associated with race including, but not limited to, hair texture and protective hairstyles such as braids, locks and twists), color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.