



PTSD FOUNDATION  
OF AMERICA

## BILLING SPECIALIST/ADMINISTRATOR

The Billing Specialist/Administrator will contribute to the mission of the PTSD Foundation of America by assisting with all day-to-day billing and administrative activities. The Billing Specialist/Administrator is responsible for resolving billing matters and liaising between our veterans, medical team, and 3<sup>rd</sup> party affiliates.

**Job Description:** The incumbent will gather and maintain patient information and facilitate communication between insurers and patients to expedite the exchange of required information. The incumbent is also expected to complete routine assignments and exercise sound judgment when adjustments to accepted practices become necessary. This position reports to the Accounting Manager.

**Responsibilities:** The Billing Specialist/Administrator has the following responsibilities and duties:

- Review and understand contracts.
- Receive and review Plutus (Collection Firm) statements for accuracy and follow up on discrepancies and questions.
- Prepare, verify, and process billing submissions.
- Prepare proper documentation for billing support and mail invoices.
- Post daily/weekly revenue into the reporting system and month-end closings.
- Ensure proper approvals are received and attached for auditing purposes.
- Ensure timely invoice submission as per client submission requirements and instructions.
- Ensure company and employee information is kept confidential.
- Coordination with the medical team for accurate billing.
- Assist with collections to gather documents for invoice submission to the 3<sup>rd</sup> party affiliates.
- Assist patients in benefits enrollment such as Medicare/ Medicaid, V.A. benefits, and commercial insurance.
- Manage timelines and deadlines of each of your assigned patients, including receiving patient demographics, insurance carrier documentation, insurance authorization codes, and all available medical records.
- Acquire, review, and distribute medical and billing records throughout the treatment phase, both internally and with 3<sup>rd</sup> party affiliates.
- Coordinate with 3<sup>rd</sup> party collection firm and internal accounting department on insurance claims submitted by the medical/clinical department and provide relative reporting.

**Requirements:** The Billing Specialist/Administrator should have the following skills, education, and experience:

- High School Diploma or equivalent (required)
- 2-3 years of billing experience
- Competency in Microsoft (Excel, Outlook, PowerPoint, Word, and Teams).
- Excellent knowledge and experience with QuickBooks Desktop software and databases (preferred)
- Must have a willingness to grow and mature with the position.
- Self-care activities encompass self-preservation of mind, body, soul, and spirit to maintain safety, competence and continue personal and professional growth.
- Must always be able to maintain confidentiality.
- Must pass a background check as well as drug and alcohol screening.
- Must be able to travel to our offsite location, Camp Hope (less than a 3-mile distance), as needed.
- Valid Driver's license

**Preferred, but not required:**

- CBCS credentialing

**Physical Requirements:**

- Regularly requires sitting for extended periods of time.
- Occasional exposure to air and blood-borne pathogens may require wearing specialized personal protective equipment and exposure to outdoor weather conditions.
- Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.



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**Compensation:** The PTSD Foundation offers the following:

- Salary: \$55,000 – \$65,000
- Medical, Dental, and Vision benefits
- Life Insurance
- 403 (b) Retirement
- Other benefits