



LAKE COUNTY GOVERNMENT CENTER
2293 NORTH MAIN STREET
CROWN POINT, IN 46307

(Internal / External)

Department: Lake County Health Department, 2900 W. 93rd Avenue, Crown Point, IN 46307

Position: Medicaid / Private Insurance Billing Clerk **(HFI-Health First Indiana)**

Classification: Full Time

FLSA: Non-Exempt

Direct Reports: Public Health Nursing Supervisor, Administrator

Salary: \$36,815

Duties and Responsibilities

- Searching each financial statement for any payment inconsistencies or errors
- Collaborating with patients or customers, third party institutions and other team members to resolve billing inconsistencies and errors
- Creating invoices and billing materials to be sent directly to a customer or patient
- Inputting payment history, upcoming payment information or other financial data into an individual account
- Finding financial solutions for patients or customers who may need payment assistance
- Informing patients or customers of any missed or upcoming payment deadlines
- Calculating and tracking various company financial statements
- Translating medical code
- Verifying patients' vaccine eligibility

Skills and Qualifications

- Strong communication, including writing, speaking and active listening
- Great customer service skills, including interpersonal conversion, patience and empathy
- Good problem-solving and critical thinking skills
- In-depth knowledge of industry best practices
- Basic math, bookkeeping and accounting skills
- Organization, time management and prioritization abilities
- Ability to be discreet and maintain the security of patient or customer information
- Effective computer skills to input to use bookkeeping and account management software in a timely and efficient manner
- Understanding of industry-specific policies, such as HIPAA regulations for health care

Education Requirements

- High school diploma or GED

All Resumes and applications must be sent to the Human Resources Department of Lake County

**Attn: Human Resources
2293 North Main Street
Crown Point, IN 46307**

Application are located on the 3rd floor of Government Center in the Human Resources