



Billers – Charge Processing

Mission

Waimānalo Health Center is rooted in Native Hawaiian values and devoted to improving the health and wellness of all people, regardless of ability to pay, by providing comprehensive primary and preventive health care services of the highest quality.

Vision

Waimānalo Health Center is dedicated to the continuous advancement in quality healthcare while assuring universal access for all. We believe that our values of Aloha, Mālama I Ka Pono, Mālama I Ka 'Ohana, and Mālama I Ka 'Āina, enable our patient-centered healthcare home services to deeply focus on the shared role of healing oneself, 'ohana, community, and 'āina over generations.

Core Values and Guiding Principles

Our values at Waimānalo Health Center promote Hawaiian-centered diversity, equity, and inclusion by welcoming all members of the Ko'olaupoko community to access our holistic services ranging from traditional Hawaiian healing practices to Western medicine.

Aloha: We listen to people with our full attention, seeking to know them and understand their health care and wellness needs and aspirations for themselves, their family and community. We will respond, to the best of our abilities, as caring, compassionate, engaged, and professional partners in healthcare.

Mālama I Ka Pono: We know that quality healthcare starts with people's trust in our services and the excellence of our care for them and the resources entrusted to us to meet their needs. We are committed to maintaining their trust by treating people with respect and confidentiality, and by being open about our organizational practices and results, seeking to continuously improve our work.

Mālama I Ka 'Ohana: We believe that wellness embraces the whole family, and we welcome their participation in the healthcare of their loved ones. Our belief extends from the Ahupua'a of Waimānalo throughout Ko'olaupoko where we build the foundation for good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

Mālama I Ka 'Āina: We understand the importance of one's sense of place and the holistic nature of health and wellbeing. Through integrative services we support the balance of body, mind, and spirit, while respecting one's cultural connectedness to the 'āina of Hawai'i. Ka Maui O Ka 'Āina A He Maui Kānaka: The Life of the Land is the Life of the People.

We are seeking a dedicated, talented and team-oriented Biller – Charge Processor to join our 'ohana (family) to support our mission and values.

We offer competitive wages, excellent benefits and a great working environment.

SUMMARY

Primarily responsible for the processing of all client encounters, including insurance verification, charge capture, posting in EPM, insurance claims, patient statements, electronic claims and missing encounters follow up. Other periodic duties may include accounts receivable (AR) follow up and payment processing activities.

QUALIFICATIONS

MINIMUM QUALIFICATIONS:

- ❖ Two-year certificate from college or technical school; or two years or more in a similar job capacity or equivalent combination of education and experience.
- ❖ Possess an active Medical Coder Certification preferred
- ❖ Familiarity with the local healthcare industry trends and environment.
- ❖ Familiarity with FQHC and FFS billing rules.
- ❖ Experience with electronic medical billing systems including workflows and understanding of basic library set up.
- ❖ Ten-key by touch. Basic to intermediate skills in Word, Excel and Outlook email.
- ❖ Capable of performing accurate addition, subtraction, multiplication, division and percentage calculations.
- ❖ Must be a person of mature character, sound judgment and caring nature, highly accurate and attentive to details. Demonstrates prudent fiscal responsibility when dealing with organizational resources and billing duties.
- ❖ Knowledgeable and understanding of the diverse cultural appropriateness of the individuals and families in the community.
- ❖ Has a desire to benefit the community.
- ❖ Has an interest in improving the health of the community.
- ❖ Able to communicate clearly and tactfully with others, prepare written reports and other necessary communications in a professional manner.
- ❖ Good interpersonal skills, able to accept criticism and desires personal growth.
- ❖ Able to be flexible, pleasant, kind.
- ❖ Must have initiative, motivation and be highly productive
- ❖

CERTIFICATES, LICENSES, REGISTRATION

- ❖ Two-Step Tuberculosis clearance is required.
- ❖ COVID-19 vaccination and booster required.

BENEFITS

- Health Benefits (Medical, Dental Drug, Vision) – Employee coverage paid by WHC
- Discounted Medical and Dental services provided by WHC
- Paid Holidays – 10 Full days and 2 Half Days
- Paid Time Off (PTO)
- Paid Wellness Hours
- Wellness Bucks – Up to \$200 annually
- Group Term Life Insurance
- Supplemental Group-term Life Insurance & AD&D Insurance
- Employee Retirement Savings Plan 403(b) – Employer match 50% of employee contribution up to a maximum of 3% of employee wages
- Flexible Spending Program
- Employee Assistance Program (EAP)
- Pre-tax Commute Plan
- Longevity Benefit – After 5 or more years of service
- Tuition Assistance Program
- Free Parking
- and more.....