

SUBJECT: DISCIPLINARY ACTION	REFERENCE #6001
DEPARTMENT: HUMAN RESOURCES	PAGE: 1 OF: 5
APPROVED BY:	EFFECTIVE: REVISED:

**POLICY:**

- It is the policy of this organization to administer fair and reasonable methods of disciplinary action for those employees whose job performance or behavior does not meet the standards of the organization as outlined elsewhere in this policy.
- When (based on the judgment of the supervisor, department manager and/or Administrator) the employee's job performance or work behavior does not meet those standards for continued employment, it is the policy of this organization to initiate disciplinary action for corrective purposes in the following manner:
  - Verbal Reprimand:
    - Considered to be a notice to the employee that the job performance or work behavior does not meet standards of employment
  - Written Reprimand:
    - Considered to be further notice to the employee of undesirable work behavior or unacceptable job performance, submitted in writing and placed in the personnel file for permanent record.
  - Suspension Without Pay:
    - Considered to be the final notice to the employee that undesirable work behavior or unacceptable job performance must be corrected at once.
  - Discharge:
    - Considered to be the most extreme form of disciplinary action and final step in this process. This will occur when all previous steps have been followed or in the event that immediate discharge is considered to be justifiable by the supervisor, department manager, Human Resources Director and Administrator.
- All employees shall have the right to initiate our internal grievance procedure in connection with any aspect of this policy.

SUBJECT: WORKPLACE VIOLENCE	REFERENCE #7004
DEPARTMENT: HUMAN RESOURCES	PAGE: 1 OF: 4
APPROVED BY:	EFFECTIVE: REVISED:

**POLICY:**

- This organization is committed to providing a safe, violence-free workplace and strictly prohibits any person on organization premises in behaving in a violent or threatening manner. As part of a proactive approach to workplace violence, this organization reserves the right to deal with any behavior that suggests a propensity towards violence:
  - Definition:
    - Workplace violence includes:
      - ◆ Threats of any kind;
      - ◆ Defacing property;
      - ◆ Intimidation;
      - ◆ Excessive arguing or swearing;
      - ◆ Demonstrated pattern of refusing to follow organization policies;
      - ◆ Bringing weapons of any kind onto organization property.
  - Reporting:
    - Any employee observing or who becomes aware of such behavior or actions is to notify the building security staff immediately and document the occurrence.
    - Any employee having a restraining order in effect or involved in a potentially violent non-work related situation is to notify the Human Resources Director.
    - All reports of employee or client incidents or near incidents of assaultive, abusive or threatening behavior will be documented.
    - Medical records of patients exhibiting previous aggressive behavior are to be flagged.

SUBJECT: INSERVICE EDUCATION PROGRAM	REFERENCE #8001
DEPARTMENT: HUMAN RESOURCES	PAGE: 1 OF: 3
APPROVED BY:	EFFECTIVE: REVISED:

**POLICY:**

- It is the policy of this organization to provide ongoing programs that will educate or enhance our employees in the day-to-day performance of their job duties.
- Each department manager is responsible for providing current and factual information to his or her employees regarding performance of their job duties. New methods, procedures or policies governing such duties shall be conveyed to the employees in a manner that is understandable and reasonable to all involved. Proper documentation is required of all such programs.
- The facility Administration and/or Human Resources Department will provide up-to-date and factual information to all employees regarding policies, procedures, and benefits. In most cases, policies and procedures will be conveyed to department managers who will convey such information to their employees. Information regarding benefits will be distributed to the employees as deemed proper and reasonable by the Human Resources Director and/or Administrator. Handbooks containing information about our benefit plans are available from the Human Resources Department. New employee orientation is held for all new employees.
- Inservice information shall be posted to inform employees of upcoming inservices at the facility and in the community.
- Mandatory Inservice Meetings:
  - Those meetings which have been determined necessary for employees within a particular department or group of common interest are considered to be mandatory. Mandatory attendance is at the discretion of the department manager with approval of the Administrator.
  - Mandatory meetings are generally those which will provide vital and necessary information to the employees involved, and attendance will be requested with prior notice to all those required to attend. Employees will receive their regular rate of pay for attendance at mandatory meetings, unless their attendance is not specifically requested.
  - If attendance at a mandatory meeting will involve overtime for an employee during that work week, specific approval from the department manager is required if an alternate attendance time cannot be arranged.

# JOB DESCRIPTION

**Job Title:** Insurance Biller

**Reports To:** Office Manager

**Note:** This document is intended to describe the general duties required of this position. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

**POSITION SUMMARY:**

Verifies and audits fee tickets. Enters information into the database; completes the billing process

**QUALIFICATIONS:**

High school graduate; two years experience as a claims auditor or insurance biller in a healthcare organization. Skill in using computer; proficiency in CPT and ICD coding.

**REQUIREMENTS FOR POSITION:**

Hearing: Adequate to perform the essential functions of the job.

Speaking: Must be able to communicate clearly with physicians, patients and office staff.

Vision: Normal visual acuity.

Other: Good organizational skills necessary. Must be detail oriented.

<p><b>Lifting up to:</b></p> <p><input type="checkbox"/> 5 lbs.</p> <p><input type="checkbox"/> 20 lbs.</p> <p><input type="checkbox"/> 40 lbs.</p> <p><input type="checkbox"/> 60 lbs.</p> <p><input type="checkbox"/> Over 60 lbs.</p> <p><b>Pushing up to:</b></p> <p><input type="checkbox"/> 25 lbs.</p> <p><input type="checkbox"/> 50 lbs.</p> <p><input type="checkbox"/> 150 lbs.</p> <p><input type="checkbox"/> 250 lbs.</p> <p><b>Manual Dexterity:</b></p> <p><input type="checkbox"/> Low</p> <p><input type="checkbox"/> Medium</p> <p><input type="checkbox"/> High</p> <p><b>Other:</b> _____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p style="text-align: center;"><b>Average % of time during regular shift devoted to:</b></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;">Standing</th> <th style="text-align: left; border-bottom: 1px solid black;">Walking</th> <th style="text-align: left; border-bottom: 1px solid black;">Squatting</th> <th style="text-align: left; 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Researches all information needed to complete billing process.

**Performance Criteria**

- Obtains patient information from physicians and nurses regarding services rendered.
- Verifies patient demographics.
- Audits and corrects fee tickets in regards to linkage of CPT and ICD codes, level of service and total charges.
- Assures proper authorizations and second opinions are obtained when required by patient's insurance carrier.

**Total Points**

**B. COMPETENCY STANDARD**

Maintains fee schedules for Medicare, fee for service and health maintenance organizations.

**Performance Criteria**

- Monitors Medicare reimbursements and maintains files.
- Reviews reimbursement from third party payors for accuracy.
- Identifies inappropriate codes and informs appropriate physicians.
- Assures that information is available for audits and peer review.

**Total Points**

**C. COMPETENCY STANDARD**

Demonstrates knowledge of current state, federal and local laws affecting healthcare billing and coding practices.

**Performance Criteria**

- Participates in educational activities consistent with area of practice.
- Prepares or assists with preparation of financial reports as requested.
- Prepares, as requested, reports on coding errors for audits and/or administrative review.

**Total Points**

**D. COMPETENCY STANDARD**

Ensures that appearance and personal conduct are professional at all times.

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