



Job Title: Medical Billing & Authorization Specialist

FLSA: Non-Exempt

Full time: 40 hours/week

Salary range DOE: \$21.00 to \$23.00 per hour

Supervisor: Chief Program Officer

Position Description:

This role will be responsible for the oversight of processing, billing, and authorization of health plan enrollments. They will enter charges, review, and submit claims in an accurate and timely manner. This role will facilitate pre-service authorization and appeal submissions to insurance companies and external organizations to obtain coverage.

The ideal candidate will be passionate about the mission of Mama's Kitchen; possess a collaborative spirit and enjoy an open work setting; and incorporate the highest levels of ethics and professionalism.

Primary Responsibilities:

1. Conduct Community Support billing:
 - Prepare and submit claims to insurance payers
 - Prepare and submit other reports as needed
2. Coordinate the process of patient eligibility:
 - Verify insurance benefits
 - Obtain authorizations
 - Determine non-duplication of service
3. Follow up on rejected claims & initiate insurance appeals.
4. Assist staff in correcting medical record data entry /billing errors.
5. Assist and/or conduct billing audits as needed
6. Act as liaison between Mama's Kitchen and Medical Managed Care Plans (MCPs)
7. Monitor and recommend policy and procedure changes to ensure compliance with contract requirements.
8. Analyze program performance.
9. Honor agency policies and procedures

Other Duties: As assigned by Chief Program Officer

Required Skills:

1. 4-year college degree or equivalent experience
2. Claim processing background and Medi- Cal and/or Medicare knowledge.
3. Proficiency with electronic medical records (EMR) and billing software

4. Ability to learn or have a demonstrated understanding of healthcare delivery systems, workflows, or operations in order to identify and communicate with appropriate decision-makers to accomplish the goals of the organization.
5. Ability to initiate contact, secure meetings and communicate in a professional, credible manner with staff at clinics, hospitals, physician practices and other healthcare settings.
6. Strong analytical mind, with problem solving skills, an aptitude for accuracy, and attention to detail.
7. Must be dependable and self-motivated.
8. Must have valid California Driver's License, dependable car, clean DMV record, and proof of insurance.
9. Able to work in multi-person and multi-activity office space.
10. Be able to lift 50 pounds.

Covid 19: We require all employees to be fully vaccinated and provide proof of vaccination upon hire.

Background Check: All employees are required to go through a background check. The final consideration for employment depends on clearing of a background check.

Vision Statement:

At Mama's Kitchen, we envision a community where all individuals with critical illnesses are no longer vulnerable to malnutrition.

Mission Statement:

Mama's Kitchen believes that everyone is entitled to the basic necessity of life – nutritious food. Our services improve the health and well-being of individuals and families vulnerable to malnutrition due to critical illness.

Mama's Kitchen Core Values

Dignity and Respect: Focus on the individual is at the heart of everything we do at Mama's Kitchen. Mama's Kitchen fosters a community where mutual respect and dignity are preserved by promoting humanity, compassion and empathy towards our clients, donors, volunteers and staff.

Reliability: Mama's Kitchen is resourceful, efficient, and flexible. Our clients tell us that reliability is what sets Mama's apart from other organizations.

Integrity: Guided by honesty, loyalty and a commitment to confidentiality, Mama's Kitchen is responsive to the needs of all our clients, volunteers, donors, and staff. We pride ourselves in doing what we say we are going to do.

Diversity: Mama's Kitchen is an all-inclusive family. We foster a welcoming environment and embrace all members of the community without judgment.

Team Work: Mutual effort and unity are the ingredients that allow our mission to succeed.

Equal Opportunity

Mama's Kitchen has a long-standing commitment to equal employment opportunity for all applicants for employment. Employment decisions including, but not limited to, those such as employee selection, performance evaluation, administration of benefits, working conditions, employee programs, transfers, position changes, training, disciplinary action, compensation, and separations are made without regard to race, color, religion (including religious dress and grooming), creed, national origin, nationality, citizenship status, domestic partnership status, ancestry, gender, affectional or sexual orientation, gender identity or expression, marital status, civil union status, family status, age, mental or physical disability (including AIDS or HIV-related status), atypical heredity cellular or blood trait of an individual, genetic information or refusal to submit to a genetic test or make available the results of a genetic test, military status, veteran status, or any other characteristic protected by applicable federal, state, or local laws.

Please send Resume and cover letter to jobs@mamaskitchen.org