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**Title: Client Billing Specialist**  
**Reports to: Senior Billing Manager**

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**Position Summary:** The Client Billing Specialist is responsible for the accounts receivable process related to non-insurance payors.

**Job Specific Duties and Responsibilities:**

- Create and send invoices to customers in accordance with customer agreements, laboratory IS testing records, company practices and established timing
- Prepare, post, and verify records, customer payments and transactions related to accounts receivable
- Process payments received directly from clients utilizing merchant processing software
- Identify delinquent accounts and follow-up for payment
- Work with payors to switch manual (paper-based) payments to EFT/ACH
- Perform periodic reporting: account reconciliations, AR aging, roll forward, past due and other reports. Investigate/resolve irregularities or discrepancies in the reports.
- Maintain and update customer master file
- Maintain listing of Client Bill accounts, ensure proper billing of such (no crossover with insurance billing) and work with Compliance team to maintain database of contracts
- Work with internal team to ensure seamless onboarding of new client bill accounts
- Assist in alignment of processes with objectives of organization, identifying areas of improvement and efficiency
- Provide outstanding customer service to clients and develop and maintain positive working relationships with internal and external customers
- Protect patient and company documentation and ensure overall HIPAA compliance.

**Qualifications:**

*Required:*

- 5+ years professional experience, with 3 years in accounts receivable processes
- Associate's or Bachelor's degree in related field
- Experience in the medical industry highly desired

**Knowledge, Skills, and Abilities:**

- Strong attention to detail and organizational skills
- Strong understanding of financial controls and overall accounts receivable processes
- Effective project management and problem-solving skills
- Ability to effectively implement change in a fast-paced environment
- Proficient with Microsoft Office applications
- Positive communication skills at all levels of the organization
- Excellent customer service skills

**Position details:**

- Full Time, Non-Exempt (hourly)
- Core hours: Monday – Friday 8:00-5:00
- Onsite position located in Waterford

**What we offer:**

- Competitive compensation commensurate with experience
- Benefits available on the first of the month following 30 days of employment:
  - Medical, dental, vision, life, LTD
  - Voluntary STD, HSA
- 401(k)
- PTO
- Holiday
- Helix Diagnostics offers an exciting opportunity for professional growth

*This position requires weekly COVID testing, is not remote-eligible and is based out of our Waterford, Michigan offices.*

**Who We Are:**

Helix is a value-based, state-of-the-art clinical laboratory on a mission to elevate the lab space through compliance, high ethics, innovation and a best in class client experience. Helix incorporates the latest technology and methods to provide comprehensive diagnostics including toxicology testing, pathogen detection, blood testing and Pharmacogenomics (PGx) testing.

**Expected Use and Disclosure of Protected Health Information:**

Employees in this position are expected to have access to protected health information and other confidential business information from throughout the organization as is needed to fulfill their responsibilities in evaluating and reducing risk to the organization. No protected health information will be disclosed outside the organization unless specifically required by state or federal law.

\*This document is intended to describe the general nature and level of work performed and the requirements of the position. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities of personnel so classified; nor is it intended to limit the right of any leader to assign or direct employees under his/her direction.