



Position: Medical Billing and Coding Specialist
Status: Full Time (40 hours/week), Nonexempt
Salary: \$17-\$22/ per hour based on experience and qualifications
Location: Akron and/or Cleveland

Purpose:

Asian Services In Action (ASIA) delivers trusted, high-quality, comprehensive, and multilingual health and social services to empower and support Northeast Ohioans. ASIA is the largest health and human services agency serving the Asian American/Pacific Islander (AAPI) community of Northeast Ohio. ASIA runs two federally qualified health centers—one in Cleveland and one in Akron—that specialize in linguistically and culturally competent care for immigrants and refugees.

The Medical Billing and Coding Specialist is responsible for accurately coding medical diagnoses and procedures, submitting and managing insurance claims, and ensuring timely reimbursement. This role supports the financial health of the organization by maintaining compliance with payer guidelines and regulatory requirements, resolving billing issues, and performing related accounting and clerical functions. The ideal candidate is detail-oriented, knowledgeable in medical billing processes, and experienced in working with insurance providers including Medicaid, Medicare, and private payers. Specialists will report to either the CMO, CEO, CFO, and/or Director of ICHC Operations

Job Duties:

- Process, review, and submit medical billing claims in accordance with payer guidelines and filing deadlines.
 - Ensure compliance with all applicable laws and regulations related to patient privacy, data security, and governmental and payer requirements.
 - Post payments accurately; monitor reimbursements to ensure correct claim payments.
 - Analyze, research, and resolve denied or unpaid claims; file timely appeals and manage the appeals process as needed.
 - Monitor outstanding accounts receivable, run monthly A/R reports, and follow up to keep balances within established guidelines.
 - Contact insurance companies to verify eligibility, determine claim status, research claim information via web portals and phone, and respond to payer and client inquiries.
 - Submit rebilling when appropriate and provide insurance companies with required staff credentialing information.
 - Collaborate with staff and clients to obtain updated or missing claim information.
 - Reconcile client accounts and maintain payer communication files.
 - Report changes in insurance claim processing requirements
 - Generate computer reports, letters, and procedures as required
 - Perform general clerical duties and special projects
 - Attend agency, department, staff, supervision meetings, and required professional development or continuing education.
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Skills/Qualifications:

- High school diploma required.
- Specialized training or education in medical billing, coding, healthcare administration, or related field preferred.
- Strong knowledge of medical terminology, ICD-10, ICD-9, DRG classifications, and healthcare billing processes.
- Working knowledge of Medicaid, Medicare, and private insurance programs.
- Proficiency in Microsoft Office (Word, Excel) and ability to learn agency billing/accounting software.
- Excellent organizational skills and attention to detail.
- Strong written and verbal communication skills.
- Ability to manage multiple tasks and meet deadlines.
- Medical Manager software experience preferred.
- Knowledge of Asian and Pacific Island cultures helpful.
- Certification in Medical Billing and Coding preferred but not required; equivalent experience will be considered.
- Knowledge of EPIC preferred
- Complete tasks timely, demonstrate respect for diversity, and maintain professionalism and cooperation with staff, clients, and community professionals.
- Minimum of 2–3 years of experience in medical billing and coding, preferably in a healthcare or medical office setting, FQHC preferred.
- Experience with accounts receivable, insurance claims management, and general accounting functions preferred.

Benefits:

ASIA offers a competitive benefits package that includes: paid time off; health insurance, dental, vision, term life, and long-term insurance; retirement contribution match after completion of one year of serve; professional development opportunities

Contact:

Please send a cover letter and resume to HRManager@asiaohio.org. No phone calls, please.

Asian Services In Action, Inc. promotes equal employment opportunities for all applicants and employees. ASIA will not discriminate against any applicant for employment on the basis of race, color, religion, sex, national origin, veteran status, age, sexual orientation, marital status, or the presence of any sensory, mental or physical disability in any employment practice, unless based on a bona fide occupational qualification. Women, minorities, and disabled are encouraged to apply.