



Billing & Insurance Reimbursement Specialist (Audiology & Speech)

HEAR Center | Pasadena, CA (301 E. Del Mar Blvd., Pasadena, CA 91101)

Status: Part-time | Non-Exempt (\$20.19 - \$24)

Schedule: Monday–Friday (24 hours)

Reports to: Executive Director

About HEAR Center

HEAR Center, a non-profit organization since 1954, offers complete and affordable hearing and speech services, and is dedicated to helping people at all stages of life be active participants in the hearing and speaking world.

Position Summary

The Billing & Insurance Reimbursement Specialist supports HEAR Center's mission by ensuring accurate, timely billing and reimbursement for audiology and speech-language pathology services. This role is responsible for end-to-end claims processes—including verifying benefits, obtaining and tracking authorizations, ensuring accurate CPT/HCPCS and ICD-10 coding entry, submitting clean claims (CMS1500/UB04 as applicable), posting payments, reconciling receivables, and following up on denials and underpayments. This position works under the supervision of HEAR Center's Executive Director, consistent with HEAR Center's billing and accounts receivable structure.

Primary Responsibilities

The essential functions include, but are not limited to, the following:

Claims Submission & Reimbursement

- Prepare, review, and submit electronic and paper claims for audiology and speech services, including CMS1500 and UB04 as applicable.
- Bill and follow up with payers and programs that may include PPOs, HMOs, Medi-Cal, CCS, Medicare, contracted regional centers, and contracted school districts, as assigned.
- Monitor claims through the clearinghouse/payer portals; troubleshoot rejections, denials, requests for information, and timely filing issues.
- Post and reconcile EOB/ERA payments accurately; identify discrepancies and initiate corrections/appeals as needed.

Authorization & Eligibility Workflow

- Verify insurance eligibility and benefits, identify authorization requirements, and obtain/track prior authorizations for audiology and speech services.



- Maintain an authorization tracking workflow to ensure services are authorized, documentation is complete, and claims match authorization parameters (dates, units, codes, frequency limits).

Coding Accuracy & Charge Entry

- Ensure all charges are entered correctly and completely, including CPT/HCPCS, ICD-10, modifiers, units, provider credentials (Au.D/SLP/SLPA as applicable), place of service, and required supporting documentation.
- Stay current with ICD-10 updates and payer billing requirements affecting audiology and speech services.

Accounts Receivable & Follow-Up

- Support A/R aging, research unpaid/underpaid claims, and complete systematic follow-up on claims (including 60+ day accounts) in collaboration with Accounts Receivable Specialist to secure reimbursement.
- Document actions taken and outcomes; maintain strong audit-ready records.
- Maintain professional communication with payers, families/clients (as appropriate), and internal staff regarding billing status and requirements.

Compliance & Confidentiality

- Ensure HIPAA and Medicare regulations are adhered to and protect confidentiality of patient and organizational information.

Secondary Responsibilities

- Prepare and distribute client statements as needed; verify accuracy of input and posted transactions.
- Support appeals by drafting letters and resubmitting corrected claims with appropriate documentation.
- Assist with patient payments taken over the phone and respond to billing inquiries in a service-oriented manner.
- Support payer portal management (including secure password updates) and retrieval of EOBs/ERAs as needed.
- Assist with CCS-related processes (e.g., SAR forms) when assigned.
- Provide weekly/monthly reports for analysis and billing performance tracking.
- Assist with general office duties as needed (phones, filing, scanning, organizing documents).
- Other assigned tasks.

Qualifications

- Prior experience in medical billing/claims follow-up, preferably in an outpatient clinic setting (audiology and/or speech-language pathology a plus).



- Demonstrated knowledge of insurance billing processes, including eligibility verification, prior authorizations, claims submission, EOB/ERA posting, denials, and appeals.
- Working knowledge of CPT/HCPCS, modifiers, and ICD-10 coding practices; commitment to accuracy and compliance.
- Strong attention to detail, follow-through, and ability to troubleshoot claim issues.
- Customer service skills and ability to communicate clearly with staff, payers, and families/clients.

Knowledge, Essential Skills and Attitude

- Patient Services; Health Care Administration; People Skills
- Thoroughness and attention to detail
- Willingness to problem solve in collaborative manner
- Integrity, credibility, and a passion for improving the lives of HEAR Center's beneficiaries

Minimum Requirements

- Certifications from AAPC, AHIMA, or NHA (preferred)
- Strong basic math and data entry accuracy; ability to learn new systems and follow established workflows.
- Adapts well to change; works well under pressure; can manage priorities and deadlines.
- Ability to maintain confidentiality and comply with HIPAA/Medicare requirements.

Compensation & Benefits

- **Pay Range:** \$20.19 - \$24 per hour (non-exempt).
- HEAR Center offers a benefits package that may include retirement plan options, paid time off, holidays, and health benefits (based on eligibility and current plan offerings).

To Apply

Please send cover letter, resume, and work schedule availability: careers@hearcenter.org

Equal Employment Opportunity (EEO) & Non-Discrimination: HEAR Center is an Equal Opportunity Employer. We are committed to creating an inclusive environment for all employees and applicants. Employment decisions are made without regard to race, color, religion (including religious dress and grooming practices), creed, national origin, ancestry, citizenship status, physical disability, mental disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding and related medical conditions), gender, gender identity, gender expression, age, sexual orientation, military or veteran status, or any other characteristic protected by federal, state, or local law.

Reasonable Accommodation: HEAR Center will provide reasonable accommodation to qualified individuals with disabilities and to applicants with disabilities, upon request.

At-Will Employment: Employment with HEAR Center is at-will. Either the employee or



HEAR Center may terminate employment at any time, with or without cause or notice, subject to applicable law. Nothing in this job description creates a contract or guarantee of employment for any specific duration.

Background Check (if applicable): Employment may be contingent upon successful completion of a post-offer background check and/or Live Scan fingerprinting, as permitted by law and consistent with HEAR Center policy.

Drug-Free Workplace: HEAR Center maintains a drug-free workplace in accordance with applicable laws and organizational policy.

Confidentiality & Privacy: This position requires strict adherence to confidentiality and privacy requirements, including protection of client and organizational information.

Job Description Disclaimer: This job description describes the general nature and level of work and is not an exhaustive list. Duties and responsibilities may change at any time with or without notice, consistent with organizational needs.