

Langford Veterinary Services Ltd

Job Description

Job Title: Small Animal Hospital (SAH) Billing Officer

Line Manager: SAH Manager

Job Purpose:

The main purpose of the role is to manage all aspects of invoicing for the Small Animal Hospital. This will include ensuring clinicians are billing to correct cost centres, accurate charges are applied as per the information on patient record sheets / kennel sheet and that all invoicing is correct and completed in a timely manner ready of patient discharge.

This role will suit someone with clinical experience of working in a veterinary environment and / or health care environment and the knowledge of what is involved in the application of procedures, e.g. Anaesthesia fees in relation to surgery charges.

Principal Accountabilities:

- To assist the SAH Manager with ensuring accuracy in the application of charges to patient records.
- To ensure that consent forms are scanned onto records in a timely manner.
- Estimates to be added to patient record on day of admission.
- Check that accounts are set up correctly with email address and mobile numbers, the correct address details and that the insurance company has been added.
- To ensure that charges are applied under the correct codes and cost centres. This should include but not limited to:
 - Consult fees
 - Hospital Fees
 - Physio Fees
 - Dressing Fees
 - Diagnostics;
 - MRI / CT / X-Ray)
 - Sedation / GA
 - Procedures;
 - Endoscopy
 - Sample collections
 - Specialist feeding fees
 - Medications

- Discharge fees
- To review all charges on records against estimates and to liaise with clinicians when charges approach and or exceed this.
- To ensure clients are kept updated on charges and that agreement is registered on their records. Responsibility lies with the clinician, however the postholder will audit and flag instances of non-updated records.
- To email / send the invoices either non-direct and direct ones, and mark up the accounts accordingly as and when they are completed
- To provide advice and guidance to the finance team with any queries in relation to billing and insurance.
- Develop an understanding of RX database and how the charging is managed
- Ensure that you are aware of bundle options available on RX and what they include. Review and update these with the SAH Manager as required to ensure available bundles are relevant and up to date
- Ensure all bills are completed at discharge and review at month end
- All staff will be expected to undertake such other appropriate tasks as may be assigned by their line manager.

Person Specification

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively.

Criteria	Essential	Desirable
<p>Relevant experience, Skills and Knowledge</p> <ul style="list-style-type: none"> • Practical experience working in a veterinary environment or experience working in the health care sector • Experience of reviewing and updating financial records • Excellent organisational skills • Good numeracy and literacy skills • Confident using Microsoft Word and Excel • Excellent attention to detail 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	
<p>Relevant Qualifications</p> <ul style="list-style-type: none"> • VN qualification or similar 		<p>Yes</p>
<p>Communication and Interpersonal Skills</p> <ul style="list-style-type: none"> • Communicating effectively with colleagues and clients • Ability to work within a team • Ability to act independently 	<p>Yes</p> <p>Yes</p> <p>Yes</p>	
<p>Additional Criteria</p> <ul style="list-style-type: none"> • Flexible approach to work • Eligible to work in the UK 	<p>Yes</p> <p>Yes</p>	