Job Title: Commercial Insurance Biller

Department: Business Services

Location: Caliente, NV

Reports To: Director of Business Services

Status: Non-Exempt/Full-time

About the Role

Grover C. Dils Medical Center is seeking a detail-oriented **Commercial Insurance Biller** to join our Business Services team. In this vital role, you will drive effective revenue cycle management (RCM) across our Critical Access Hospital (CAH) and Rural Health Clinic (RHC) environments—directly supporting the financial sustainability of quality healthcare delivery in our rural community. You will be responsible for accurate, timely primary, secondary, and tertiary billing, clearinghouse management, and claim follow-up through full resolution.

What You Will Do

- **Claims & Billing:** Prepare and submit clean electronic and paper claims (UB-04 and CMS-1500) to commercial payors and third-party administrators within timely filing limits.
- **System Management:** Navigate and manage billing workflows and patient account follow-ups within hospital EHR and RCM platforms (including CPSI/Evident RCM and clearinghouses).
- **Denial Resolution:** Research claim denials, clear clearinghouse rejections, draft appeals, and process corrected claims to maximize reimbursement and minimize account aging.
- **Payment Posting & Reconciliation:** Assist with daily payment posting, Electronic Remittance Advice (ERA) balancing, manual EOB posting, and daily deposit/banking reconciliation.
- **Patient Support:** Answer patient inquiries regarding billing statements, commercial insurance coverage, deductibles, co-pays, and payment plans with tact and empathy.

- **Team Coverage & Compliance:** Maintain cross-training across Business Services functions (such as registration backup, cashiering, or Medicare/Medicaid billing) while strictly adhering to HIPAA, EMTALA, Fraud/Abuse regulations, and hospital SOPs.

What We Are Looking For

- **Education:** High school diploma or equivalent required.
- **Experience Preferred, But Not Required:** We are looking for a motivated, dependable team member who is eager to learn and contribute to a positive, team-oriented work environment. While 1–2 years of healthcare billing and collections experience in a hospital or clinic setting is preferred, it is not required. We are willing to invest in the right person by providing hands-on training, ongoing support, and the opportunity to develop valuable skills and build a long-term career with our facility.
- **Technical Knowledge:** Experience with EHR/Practice Management systems, billing clearinghouses, and Microsoft Office applications (particularly Excel and Word) is preferred. Familiarity with medical coding and billing concepts, including CPT, HCPCS, ICD-10, Revenue Codes, and standard billing forms (UB-04/837I and CMS-1500/837P), is a plus but not required. We are willing to provide structured, hands-on, on-the-job training to help the right candidate develop the technical knowledge and skills needed to succeed in the role.
- **Core Skills:** Strong analytical and numerical accuracy, basic bookkeeping/accounting familiarity, excellent problem-solving abilities, and clear verbal and written communication.
- **Work Environment:** Primarily an office-based role requiring frequent sitting, computer/keyboard use, and occasional lifting or carrying of office files and supplies (typically under 25 lbs.).

How to Apply

Grover C. Dils – Bringing Quality Healthcare to the High Desert; in the Careers section. Email your application and resume to our HR Department, hr@gcdmc.org.

Grover C. Dils Medical Center is an Equal Opportunity Employer.