**Santa Marta**

**A Continuing Care Retirement Community (CCRC)**

**Position Title:** AR/Billing Specialist

**Department:** Finance / Business Office

**FLSA:** Hourly, Non-Exempt, FT

**Supervisor:** Director of Accounting

**Revised:** August 8, 2025

## About Santa Marta

Santa Marta is a vibrant and compassionate Continuing Care Retirement Community (CCRC) dedicated to enriching the lives of our residents through exceptional care, strong relationships, and a commitment to excellence. We’re seeking a detail-oriented, service-minded professional to join our team and help ensure the accuracy, timeliness, and integrity of our billing processes.

## Position Summary

The AR/Billing Specialist is responsible for managing all aspects of billing and accounts receivable for residents and third-party payers. This includes accurate invoicing, collections, Medicare and insurance claim processing, and maintaining meticulous financial records. The role requires strong attention to detail, effective communication skills, and a commitment to following all federal, state, and local regulations, as well as Santa Marta’s policies and standards.

## Essential Duties & Responsibilities

This list outlines the primary responsibilities but is not all-inclusive—flexibility and adaptability are key.

• Billing & A/R Management – Oversee and maintain all resident and third-party billing functions.

• Resident & Third-Party Accounts – Maintain census data, post charges to resident ledgers, balance daily receipts, and manage delinquent accounts, including recommending accounts for collection.

• Insurance & Medicare Processing – Verify Medicare & Medicare Advantage eligibility, confirm coverage days, review claims for accuracy, and submit timely statements to Medicare, private insurance, and private pay sources.

• Accuracy & Compliance – Audit billing data for errors, ensure timely submission, and make necessary corrections.

• Reporting – Generate accurate statistical, financial, and compliance reports as required.

• Resident Account Management – Work with residents or their representatives to establish payment methods and assess financial status in collaboration with the Director of Accounting.

• Records & Documentation – Organize and maintain billing files, remittance statements, and other AR records.

• Audit & Reporting Support – Assist in annual audits and the completion of required local, state, and federal reports.

• Data Management – Receive all AR payments and maintain accurate databases.

• Cross-Department Collaboration – Communicate effectively with internal departments, residents, families, auditors, and agencies.

• Confidentiality – Protect all resident financial and health information in compliance with HIPAA standards.

• Team Engagement – Foster positive relationships with colleagues, residents, and visitors.

• Other Duties – Perform additional responsibilities as assigned by the Director of Accounting.

## Qualifications

### Education & Experience

• Bachelor’s degree in a business-related field or equivalent experience.

• Two (2) years office management experience preferred.

• One (1) year experience in long-term care, hospital, or health care setting, preferably processing Medicare claims.

### Knowledge, Skills & Abilities

• Strong command of the English language—written and verbal.

• Proficient in office technology and able to adapt to new systems.

• Ability to make sound, independent decisions when needed.

• Knowledge of business office procedures, regulations, and guidelines in long-term care facilities.

• High level of accuracy in accounts receivable and billing functions.

• Detail-oriented and able to work in environments with frequent interruptions.

• Self-motivated with minimal supervision.

• Preferred: Experience with Sage, MealSuite PCC, Clearinghouse, and Managed Care billing systems.

## Environmental Adaptability

• Primarily works indoors in a climate-controlled setting.

• Possible exposure to unpleasant odors.

• Possible exposure to cleaning chemicals per MSDS guidelines.

• Regular contact with residents who may be ill, confused, or irritable.