

Transportation Program Specialist

Definition:

Employees in this classification operate under the general supervision of the Executive Director and the direct supervision of the Transportation Program Director. The Transportation Program Specialist/HR is responsible for direct medical billing reconciliation of TennCare transportation claims, data entry, trip manifest verification and reconciliation, mobility coordination, and communication with SCATS county office personnel and various TennCare call centers.

Salary: \$40,000 annually

Descriptions of Duties:

- Verifies entry of detailed medical transportation data, including fares and mileage, for trips assigned through TennCare call centers.
- Processes direct billing by uploading and manual entering claims into provider portals.
- Reconciles accounts receivable to billed claims and Explanations of Payment (EOP) retrieved from the provider portals.
- Maintain accurate accounts receivable reports and management reports.
- Processes and submits weekly audit requests from TennCare call centers.
- Retrieve reports from scheduling system regarding Tennessee Department of Corrections (TDOC) trips performed monthly. Verify data and invoice to TDOC for payment.
- Reconcile payments received from TDOC and resolve any discrepancies.
- Assist with mobility management for the 13-county Region.
- Coordinates drug and alcohol testing to ensure compliance with TennCare call center contract requirements.
- Coordinates trip planning and logistics for rural transportation departments in the 13-county region.
- Verifies completion of pre-employment paperwork before initiating background checks.
- Process and request background checks and various background screenings for SCATS employees prior to offer of employment.
- Ensure all post offer employment paperwork and training documentation is completed correctly.
- Submit appropriate documentation to TennCare call centers to obtain driver authorization for client transport.
- Maintain current documentation of training, DOT physicals, drug testing, license renewals, CPR certification, background checks and MVRs to ensure TennCare contract compliance.
- Organize and file all employee documentation into an employee file secured in a locked file cabinet.
- Promptly reports all accidents and safety-related incidents to TennCare call centers.

- Submits require refresher training documentation following accidents or safety-related incidents within 24 hours per the contractual agreement.
- Processes and submits termination and/or medical leave documentation for employees to TennCare call centers.
- Ensure compliance with I-9 employment eligibility verification requirements.
- Coordinates and reports annual vehicle inspections by adhering to the requirements of the Group Transit Asset Management (TAM) Plan sponsored by Tennessee Department of Transportation (TDOT) fulfilling the requirements of the Federal Transit Administration (FTA) on transit asset management.
- Attend and successfully complete relevant training programs and transportation related conferences.
- Performs other transportation program duties as required.

Required Knowledge and Abilities:

- Understanding of medical billing practice and procedures.
- Adherence to HIPAA compliance standards.
- Effective verbal and written communication skills for interactions within the office, with external vendors, and the general public.
- Demonstrates professional phone etiquette and interpersonal skills.
- Proficient in the use of office equipment, computer software, and communication tools, including email and internet applications.
- Ability to establish and maintain positive working relationships with public agencies, private partners, and internal transportation staff.
- Sound judgment and decision-making skills.
- Ability to work independently as well as collaboratively in a team setting.

Qualifications:

Graduation from an accredited two-year college in Business, Accounting or related field or four years of experience in Accounting and Medical Billing Management. Must possess a valid TN Driver's License and must maintain automobile liability insurance with minimal limits of \$100,000/300,000

Physical Requirements

- Ability to sit for extended periods while working at a computer
- Capability to lift and move supplies up to 25 pounds
- Manual dexterity for operating office equipment

Work Environment

- Professional office setting
- Standard business hours with occasional flexibility required for meeting support

Pre-Employment Requirements

- Successful completion of pre-employment drug screening
- Satisfactory results from criminal background check

Equal Employment Opportunity

SCTDD (South Central Tennessee Development District) is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, genetic information, or any other protected characteristic under federal, state, or local law. We are committed to providing reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act (ADA).

Disclaimer

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

Employee Acknowledgment

I acknowledge that I have received and reviewed this job description. I understand the essential functions, requirements, and responsibilities of this position. I further understand that this job description does not create an employment contract and that my employment remains at-will.

Can you perform the essential functions of this job?

_____ Yes _____ No

Signature

Date