



BH/DS Fee Clerk #00133

City of Virginia Beach – Job Description

Date of Last Revision: October 22, 2025

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 19

City of Virginia Beach Organizational Mission and Values

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Assist in implementing procedures related to reimbursement policies and client data collection.

Representative Work Functions and Responsibilities

- Conduct consumer interviews to assess fee and third-party coverage.
- Complete initial financial paperwork with consumers and families and enter information into Electronic Health Record system, and conduct consumer's annual financial assessments.
- Investigate insurance company regulations pertaining to coverage for behavioral health, developmental disabilities, and/or substance abuse services.

- Verify consumer’s Medicaid eligibility; and communicate insurance eligibility, requirements, and limits to service units.
- Communicate third-party and back billing issues to billing staff.
- Explain agency fee policy to the consumers.
- Adhere to federal confidentiality regulations to ensure confidentiality of clients’ information
- Maintain financial files.
- Answer clinician and consumer questions about accounts.
- Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on the current workloads and department needs.

Performance Standards

- Effectively communicate orally with clinical staff, administrative staff and insurance company representatives.
- Effectively employ tact and sensitivity when communicating with consumer population for the purpose of eliciting financial information.
- Communicate third-party and back billing issues to billing staff within “timely filing” guidelines.
- Respond to consumer calls/concerns within one business day.
- Enter financial data into the electronic health record system within two business days of receipt.
- Obtain/edit all insurance and financial data fields information to reflect the most current/accurate information.
- Maintain weekly filing of consumer financial data.
- Adhere to all Reimbursement Policies & Procedures.
- Accurately perform duties with minimal supervision.

Minimum Qualifications

Requires a High School Diploma or GED and three (3) years of experience in a clerical accounting related field utilizing the required knowledge, skills and abilities.

Special Requirements

- All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.
- Must be available to work evenings, weekends, holidays, and overtime when required to meet operational needs.

- Alpha I Status: Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status.

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

DISCLAIMER:

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.