About Us
Retina Associates of Western NY is a growing ophthalmology practice dedicated to providing outstanding patient care. We believe great care extends beyond the exam room, and our revenue cycle team plays a key role in that. We're looking for a Lead Biller who is excited about improving how we work, embraces new technology, and wants to help shape a modern, efficient billing department.

The Role
As Lead Biller, you'll oversee day-to-day billing operations, support and guide the billing team, and look for smarter ways to get things done. This role is ideal for someone who enjoys problem-solving, isn't afraid to try new tools and automation, and takes pride in clean claims and strong collections.

Key Responsibilities

- Lead and support the billing team, including training, workload distribution, and serving as the go to resource for complex billing questions
- Oversee charge entry, claim submission, payment posting, and reconciliation
- Manage denials and rejections: identify root causes, submit appeals, and put processes in place to prevent repeat issues
- Monitor A/R aging and work with the team to reduce outstanding balances
- Ensure accurate coding and compliance with payer guidelines and regulations (CPT, ICD-10, HCPCS, modifiers)
- Evaluate and recommend new technology, software features, and automation tools to improve efficiency
- Help implement system updates and workflow changes, and train staff on new processes
- Prepare billing and collections reports for practice leadership
- Communicate with insurance carriers, patients, and front-office staff to resolve billing issues
- Assist with provider credentialing and payer enrollment as needed
- Stay current on payer policy changes and industry trends

Qualifications

- Medical billing experience preferred (comparable revenue cycle or claims experience will be considered)
- Prior lead or training experience preferred
- Strong understanding of insurance claims, EOBs, denials, and appeals
- Comfortable learning new software and enthusiastic about using technology to improve results
- Excellent organizational skills and attention to detail
- Clear, professional communicator who works well with a team
- High school diploma or equivalent required

Bonus Points For

- Experience with ModMed (Modernizing Medicine) EHR/PM
- Ophthalmology billing experience
- Familiarity with provider credentialing and payer enrollment procedures
- Experience with Medicare, Medicaid, and commercial payers

What We Offer

- Competitive pay: $30-35
- Health, dental, and vision insurance
- Paid time off and paid holidays
- 401k with employer match
- Schedule: Monday–Friday, no weekends
- A team that welcomes new ideas and supports professional growth

Ready to help us modernize our billing department? Apply today!
