

## Medical Performance Evaluation Review for Billing personnel

### Part I: General Performance

Place an "x" in the appropriate box

	4	3	2	1	N/A
1. <u>Knowledge:</u> Consider how well employee demonstrates knowledge & skills with billing software and with the field/specialty they are working in. Are they an effective problem solver? Is employee familiar with the individual rules & guidelines from each insurance company they work with?					
2. <u>Quantity of Work:</u> Does employee produce a sufficient amount of work in a given time period? Are they able to effectively prioritize focusing on claims with a file limit first? Is their time used productively?					
3. <u>Quality of Work:</u> Does employee demonstrate the ability to think & work independently? Is their written work legible? Is work organized and prioritized?					
4. <u>Communication:</u> Does employee figure out effective ways to communicate with insurance companies? Do patients appear to understand bills they receive and if not, are they explained in a clear & concise manner?					
5. <u>Initiative:</u> Consider how often employee goes out of their way to find an answer to a billing problem. Do they have current CPT & ICD-9 coding books? Do they attend seminars to stay well informed ?					
6. <u>Cooperation &amp; Attitude:</u> Think about how well the employee responds to criticism or suggestions. Do they respond in an appropriate manner? Is the employee considerate of others & maintain open & professional communication with supervisor & co-workers?					
7. <u>Judgment:</u> Does employee demonstrate a solid ability to solve billing problems? Have the knowledge to write an appeal to an insurance company? Does employee exercise HIPAA compliancy (if necessary in your state)?					
8. <u>Dependability:</u> Can this person be depended upon to follow through on a difficult claim payment? Consider how often they can be relied upon.					
TOTAL					

Comments: (Optional)

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