



Job Title: Billing Coordinator / Medical Billing Agent
Location: Neuromotion Physiotherapy + Rehabilitation
Position Type: Part-Time (5 days per week, 5 hours per day)
Compensation: \$25.00 per hour
Reporting To: Clinic Director / Operations Manager

Position Overview

Neuromotion Physiotherapy + Rehabilitation is seeking a detail-oriented and highly organized Billing Coordinator to support our growing neurological rehabilitation clinics. This role is responsible for managing all ICBC and WSBC billing processes, ensuring accurate submissions, timely follow-up on outstanding payments, and maintaining professional communication with adjusters.

The ideal candidate is proactive, comfortable navigating online portals, confident communicating with insurance adjusters, and committed to accuracy and accountability.

Key Responsibilities

Insurance Billing & Submissions

- Complete daily submission of ICBC and WSBC treatment sessions through the respective online portals.
- Submit neurological-specific condition sessions via email when required.
- Ensure all billing is accurate, complete, and compliant with current ICBC and WSBC guidelines.
- Confirm approvals prior to submission and ensure correct billing amounts are applied.

Adjuster Communication & Approvals

- Communicate directly with ICBC and WSBC adjusters to:
 - Confirm treatment approvals
 - Clarify billing amounts
 - Request extensions for ongoing care
- Track approval timelines and proactively follow up to prevent service interruptions.

Accounts Receivable & Follow-Up

- Monitor outstanding payments.
- Contact adjusters regarding delayed or unpaid invoices.
- Maintain organized documentation of communications and payment statuses.
- Report discrepancies or recurring issues to clinic leadership.

Administrative Support



- Maintain accurate billing records and documentation.
 - Assist with audits or reporting as required.
 - Collaborate with clinical and administrative teams to ensure smooth client care coordination.
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Qualifications & Skills

- Experience with ICBC and/or WSBC billing (preferred).
 - Strong understanding of insurance billing processes.
 - Excellent written and verbal communication skills.
 - High level of attention to detail and accuracy.
 - Strong organizational and time-management skills.
 - Ability to work independently and manage daily deadlines.
 - Proficiency with online portals and general administrative software.
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Work Schedule & Compensation

- **Schedule:** 5 days per week, 5 hours per day (25 hours/week).
 - **Compensation:** \$25.00 per hour.
 - Hours will be recorded and submitted through the company payroll system (Payworks).
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About Neuromotion

Neuromotion Physiotherapy + Rehabilitation is dedicated to positively affecting the lives of clients impacted by neurological conditions. We value compassion, knowledge, integrity, dedication, and collaboration in everything we do. Our team works in a supportive, multidisciplinary environment focused on delivering exceptional rehabilitation care.