** Medical Biller Occupations**

**Labor Market Information Report**

**City College of San Francisco**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

January 2019

# Recommendation

Based on all available data, there appears to be a significant undersupply of Medical Biller workers compared to the demand for this cluster of occupations in the Bay region and in the Mid-Peninsula sub-region (San Francisco and San Mateo Counties). The gap is about 1,336 students annually in the Bay region and 367 students annually in the Mid-Peninsula Sub-Region.

This report also provides student outcomes data on employment and earnings for programs on TOP 1208.20 - Administrative Medical Assisting in the state and region. It is recommended that these data be reviewed to better understand how outcomes for students taking courses on this TOP code compare to potentially similar programs at colleges in the state and region, as well as to outcomes across all CTE programs at City College of San Francisco and in the region.

# Introduction

This report profiles Medical Biller Occupations in the 12 county Bay region and in the Mid-Peninsula sub-region for the review of an existing program at City College of San Francisco.

|  |
| --- |
| * **Billing and Posting Clerks (SOC 43-3021):** Compile, compute, and record billing, accounting, statistical, and other numerical data for billing purposes. Prepare billing invoices for services rendered or for delivery or shipment of goods. |
| *Entry-Level Educational Requirement: High school diploma or equivalent* |
| *Training Requirement: Moderate-term on-the-job training* |
| *Percentage of Community College Award Holders or Some Postsecondary Coursework: 49%* |

# Occupational Demand

**Table 1. Employment Outlook for Medical Biller Occupations in Bay Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | 2017 Jobs | 2022 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Annual Open-ings | 10% Hourly Wage | Median Hourly Wage |
| Billing and Posting Clerks | 12,434 | 13,573 | 1,138 | 9% | 7,446 | 1,489 | $14.28 | $22.75 |

*Source: EMSI 2018.4*

**Bay Region** includes Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma Counties

**Table 2. Employment Outlook for Medical Biller Occupations in Mid-Peninsula Sub-Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | 2017 Jobs | 2022 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Annual Open-ings | 10% Hourly Wage | Median Hourly Wage |
| Billing and Posting Clerks | 3,486 | 3,776 | 289 | 8% | 2,052 | 410 | $11.72 | $21.99 |

*Source: EMSI 2018.4*

**Mid-Peninsula Sub-Region** includes San Francisco and San Mateo Counties

### Job Postings in Bay Region and Mid-Peninsula Sub-Region

**Table 3. Number of Job Postings by Occupation for latest 12 months (Jan 2018 - Dec 2018)**

| Occupation | Bay Region | Mid-Peninsula |
| --- | --- | --- |
| Billing and Posting Clerks | 1,227 | 432 |

*Source: Burning Glass*

**Table 4. Top Job Titles for Medical Biller Occupations for latest 12 months (Jan 2018 - Dec 2018)**

| Common Title | Bay | Mid-Peninsula | Common Title | Bay | Mid-Peninsula |
| --- | --- | --- | --- | --- | --- |
| Billing Specialist | 368 | 116 | Office Assistant | 7 | 3 |
| Billing Clerk | 275 | 73 | Services Clerk | 7 | 0 |
| Billing Coordinator | 128 | 52 | Billing Analyst, Information And Technology Industry | 5 | 0 |
| Billing Analyst | 88 | 46 | Billing Representative | 5 | 0 |
| Reimbursement Specialist | 50 | 32 | Cash Receipts Clerk | 5 | 0 |
| Billing Supervisor | 32 | 21 | Reconciliation Processor | 4 | 0 |
| Billing Assistant | 27 | 8 | Support Services Clerk | 4 | 1 |
| Patient Account Representative | 27 | 8 | Anesthesia Quality Assurance Biller | 3 | 1 |
| Medical Biller | 17 | 10 | Grower/Clerk | 3 | 0 |
| Biller | 15 | 5 | Insurance Biller/Collector | 3 | 0 |
| Quality Specialist | 11 | 0 | Office Clerk | 3 | 0 |
| Senior Billing Analyst | 11 | 5 | Pricing Clerk | 3 | 0 |
| Collections Specialist | 10 | 6 | Reimbursement Analyst | 3 | 2 |
| Medicare Enroller | 10 | 0 | Salesforce With Zuora Billing And Cpq | 3 | 3 |

*Source: Burning Glass*

# Industry Concentration

**Table 5. Industries hiring Medical Biller Workers in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Industry – 6 Digit NAICS (No. American Industry Classification) Codes | Jobs in Industry (2017) | Jobs in Industry (2022) | % Change (2017-22) | % in Industry (2017) |
| Offices of Physicians (except Mental Health Specialists) (621111) | 1,455 | 1,454 | 1% | 11.6% |
| Corporate, Subsidiary, and Regional Managing Offices (551114) | 618 | 640 | 8% | 5.1% |
| General Medical and Surgical Hospitals (622110) | 588 | 588 | 0% | 4.7% |
| Offices of Certified Public Accountants (541211) | 570 | 572 | 11% | 4.6% |
| HMO Medical Centers (621491) | 566 | 571 | 28% | 4.6% |
| Office Administrative Services (561110) | 572 | 533 | (5%) | 4.3% |
| Hospitals (Local Government) (903622) | 380 | 385 | 9% | 3.1% |
| Local Government, Excluding Education and Hospitals (903999) | 379 | 382 | 6% | 3.0% |
| Offices of Dentists (621210) | 369 | 372 | 9% | 3.0% |
| Other Accounting Services (541219) | 319 | 326 | 9% | 2.6% |
| Colleges, Universities, and Professional Schools (611310) | 256 | 262 | 11% | 2.1% |
| Offices of Lawyers (541110) | 170 | 171 | 2% | 1.4% |
| Custom Computer Programming Services (541511) | 158 | 161 | 18% | 1.3% |
| Computer and Computer Peripheral Equipment and Software Merchant Wholesalers (423430) | 154 | 154 | (3%) | 1.2% |
| Tax Preparation Services (541213) | 144 | 148 | 14% | 1.2% |
| Data Processing, Hosting, and Related Services (518210) | 138 | 143 | 33% | 1.1% |
| Medical Laboratories (621511) | 132 | 134 | 30% | 1.1% |

*Source: EMSI 2018.4*

**Table 6. Top Employers Posting Medical Biller Occupations in Bay Region and Mid-Peninsula Sub-Region (Jan 2018 - Dec 2018)**

| Employer | Bay | Employer | Bay | Employer | Mid-Peninsula |
| --- | --- | --- | --- | --- | --- |
| Kaiser Permanente | 12 | Fred Finch Youth Center | 5 | UC San Francisco Medical Center | 8 |
| Penske Automotive Group | 12 | Uc San Diego | 5 | Morgan Lewis Bockius | 6 |
| La Clinica De La Raza | 9 | University California | 5 | Vibrant America | 5 |
| UC San Francisco Medical Center | 8 | Vibrant America | 5 | Rsi | 4 |
| Bigge Crane Rigging | 7 | Westamerica Bancorporation | 5 | University Of California San Francisco | 4 |
| Planned Parenthood | 7 | Brinks Incorporated | 4 | Academy Art University | 3 |
| Sonic Automotive | 7 | Dla Piper Llp U S | 4 | Arup | 3 |
| Wilson Sonsini Goodrich & Rosati | 7 | Home Care Assistance | 4 | Dannis Woliver Kelley | 3 |
| ARC Document Solutions | 6 | Laughlin Falbo Levy Moresi | 4 | Orthoworks | 3 |
| Bluestar Refreshment Services | 6 | Outfront Media Inc | 4 | Remind | 3 |
| Morgan Lewis Bockius | 6 | P&D Commercial Parts And Service | 4 | Sfmta | 3 |

*Source: Burning Glass*

# Educational Supply

There are eight community colleges in the Bay Region issuing 153 awards annually on TOP 1208.20 - Administrative Medical Assisting and three colleges in the Mid-Peninsula Sub-Region issuing 43 awards annually on this TOP code.

**Table 7. Awards on TOP 1208.20 - Administrative Medical Assisting in the Bay Region**

| College | Sub-Region | Headcount | Associates | Certificates | Total |
| --- | --- | --- | --- | --- | --- |
| **Canada** | Mid-Peninsula | 87 |  | 28 | 28 |
| **Chabot** | East Bay | 35 |  |  |  |
| **Deanza** | Silicon Valley | n/a |  | 38 | 38 |
| **Las Positas** | East Bay | n/a |  | 4 | 4 |
| **Marin** | North Bay | 81 | 6 | 14 | 20 |
| **Ohlone** | SC Monterey | 42 |  |  |  |
| **San Francisco** | Mid-Peninsula | 122 | 2 | 8 | 10 |
| **San Jose City** | Silicon Valley | 50 |  |  |  |
| **Santa Rosa** | North Bay | n/a | 3 | 12 | 15 |
| **Skyline** | Mid-Peninsula | n/a |  | 5 | 5 |
| **West Valley** | Silicon Valley | 48 | 7 | 26 | 33 |
| **Total Bay Region** | | **465** | **18** | **135** | **153** |
| **Total Mid-Peninsula Sub-Region** | | **209** | **2** | **41** | **43** |

# *Source: IPEDS, Data Mart and Launchboard*

NOTE: Headcount of students who took one or more courses is for 2016-17. The annual average for awards is 2014-17 unless there are only awards in 2016-17. The annual average for other postsecondary is for 2013-16.

# Gap Analysis

Based on the data included in this report, there is a large labor market gap in the Bay region with 1,489 annual openings for the Medical Biller occupational cluster and 153 annual awards for an annual undersupply of 1,336 students. In the Mid-Peninsula Sub-Region, there is also a gap with 410 annual openings and 43 annual awards for an annual undersupply of 367 students.

# Student Outcomes

**Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 1208.20 - Administrative Medical Assisting**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 2015-16 | Bay  (All CTE Programs) | San Francisco City College (All CTE Programs) | State (1208.20) | Bay (1208.20) | Mid-Peninsula (1208.20) | San Francisco City College (1208.20) |
| % Employed Four Quarters After Exit | 74% | 73% | 76% | 82% | 85% | 96% |
| Median Quarterly Earnings Two Quarters After Exit | $10,550 | $22,070 | $12,603 | $13,987 | $14,327 | $9,254 |
| Median % Change in Earnings | 46% | 50% | 87% | 124% | 120% | 243% |
| % of Students Earning a Living Wage | 63% | 20% | 41% | 50% | 53% | n/a |

*Source: Launchboard Pipeline (version available on 1/15/19)*

# Skills, Certifications and Education

**Table 9. Top Skills for Medical Biller Occupations in Bay Region (Jan 2018 - Dec 2018)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Skill | Postings | Skill | Postings | Skill | Postings |
| Customer Billing | 1,114 | Medical Billing | 109 | Bookkeeping | 53 |
| Billing | 1,055 | Accounting Software | 98 | Quickbooks | 53 |
| Accounting | 427 | Medical Coding | 97 | Account Reconciliation | 50 |
| Data Entry | 346 | Invoice Preparation | 96 | Month-End Close Processes | 50 |
| Customer Service | 263 | Data Quality | 94 | Accounting Systems | 47 |
| Billing Systems | 210 | Customer Checkout | 87 | Staff Management | 47 |
| Invoice Processing | 210 | Financial Controls | 74 | ICD-10 | 46 |
| Spreadsheets | 184 | Claims Knowledge | 73 | Administrative Support | 45 |
| Enterprise Resource Planning (ERP) | 152 | Scheduling | 67 | CPT Coding | 44 |
| Contract Review | 144 | Salesforce | 66 | Mailing | 42 |
| Invoicing | 125 | Budgeting | 63 | Managed Care | 40 |
| Billing Inquiries | 123 | Customer Accounts | 59 | Health Insurance Portability and Accountability Act (HIPAA) | 39 |
| Customer Contact | 109 | NetSuite | 58 | Project Management | 39 |

*Source: Burning Glass*

**Table 10. Certifications for Medical Biller Occupations in the Bay Region (Jan 2018 - Dec 2018)**

Note: 94% of records have been excluded because they do not include a certification. As a result, the chart below may not be representative of the full sample.

| Certification | Postings | Certification | Postings |
| --- | --- | --- | --- |
| Driver's License | 22 | Certified Patient Account Technician | 3 |
| Insurance Agent Certification | 9 | Certified Quality Auditor (CQA) | 3 |
| Certified Professional Coder | 7 | Institute of Internal Auditors (IIA) | 3 |
| Medical Billing and Coding Certification | 6 | Certified Pharmacy Technician | 2 |
| Accident Health and Life (Insurance) | 5 | Food Handler Certification | 2 |
| Certified Outpatient Coding (COC) | 4 | Registered Health Information Technician | 2 |
| American Society For Quality (ASQ) Certification | 3 | Business License | 1 |

*Source: Burning Glass*

**Table 11. Education Requirements for Medical Biller Occupations in Bay Region**

Note: 43% of records have been excluded because they do not include a degree level. As a result, the chart below may not be representative of the full sample.

|  |  |
| --- | --- |
| Education (minimum advertised) | Latest 12 Mos. Postings |
| High school or vocational training | 253 (36%) |
| Associate Degree | 56 (8%) |
| Bachelor’s Degree or Higher | 394 (56%) |

*Source: Burning Glass*

# Methodology

Occupations for this report were identified by use of skills listed in O\*Net descriptions and job descriptions in Burning Glass. Labor demand data is sourced from Economic Modeling Specialists International (EMSI) occupation data and Burning Glass job postings data. Educational supply and student outcomes data is retrieved from multiple sources, including CTE Launchboard and CCCCO Data Mart.

# Sources

O\*Net Online

Labor Insight/Jobs (Burning Glass)

Economic Modeling Specialists International (EMSI)

CTE LaunchBoard [www.calpassplus.org/Launchboard/](http://www.calpassplus.org/Launchboard/)

Statewide CTE Outcomes Survey

Employment Development Department Unemployment Insurance Dataset

Living Insight Center for Community Economic Development

Chancellor’s Office MIS system

# Contacts

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