



Position Description

Position Title: Revenue Cycle Manager
Department: Finance
Reports To: Chief Financial Officer
Status: Exempt

Summary

The individual is directly responsible for the integrity and stewardship of the revenue cycle for the health center. This individual will develop and implement all policies and procedures relating to the health center's patient billing and collections operations to ensure maximization of cash flow. This position supervises patient accounts staff within the Finance Department.

Duties & Responsibilities

- Establishes and monitors standards to ensure the integrity and quality of data throughout the revenue cycle
- Ensures compliance with regulations in billing and collections policies through payer news bulletins and program updates, research of changing environments, and other policy changes to summarize and disseminate the information
- Compile and analyze information identified via reports in EClincialWorks (ECW), ECW Business Objects, Excel analysis tools, or other platforms for current and/or potential billing issues specific to outstanding receivable and denial management
- Onboard, train, and support staff to promote retention and growth of team
- Works to ensure that daily team operations flow smoothly; to include, but not limited to daily production assignments that will continue to develop understanding and knowledge of processing guidelines and expectations
- Participate in meetings with Payers, internal departments, and EClincialWorks, etc. to address trends in denials or unprocessed claims
- Review fee schedules and other payer requirements to ensure compliance
- Oversee insurance enrollment of facilities and providers with insurance plans to ensure maximum reimbursement
- Works in collaboration with external peers and internal leaders for guidance and reorganization of workflow to ensure business needs are met
- Handles client/patient issues that include but are not limited to unhappy patients/callers and client contacts that may require additional system or technical knowledge
- Assist in practice management system and documentation related training and problem solving
- Manages systems to improve collection rates and reduce claim touches
- Plans work schedules and assigns work to staff to ensure adequate service and coverage.
- Promote the mission, vision and values of the organization in all interactions
- Report to work as scheduled
- Other duties as assigned

Qualifications

The ability to establish and maintain effective working relationships with other leaders, providers, patients, employees, and public is critical in this position. The individual must possess a strong knowledge of intake and registration process and insurance billing systems, knowledge of current insurance billing practices, problem solving skills and ability to work without constant supervision.

Education and/or Experience

Bachelor's degree in Management, Healthcare Administration, or related field preferred; Individuals with an Associate's Degree and extensive relevant worked experience may be considered. Supervisory experience is required along with exceptional communication skills. Minimum 3 years' experience in outpatient billing and coding; experience in primary care and dental billing preferred. Experience in accounts receivable management in a Health Center setting is preferred.

Communication Skills

Engaging others as appropriate to the specific care situation, in a shared patient-centered problem-solving approach, the individual must possess strong oral and written communication skills and the ability to speak effectively with employees of the organization. They must communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a learning oriented, team approach

Computer Skills

The individual must possess the knowledge of word processing software; ability to learn patient management information system functions of appointment scheduling, charge entry, payment transactions, etc.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may require sitting or standing for long periods of time; also stooping, bending, and stretching
- Occasionally lifting files or paper weighing 25 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier, and other such equipment
- Possesses sight and hearing senses to function adequately so that the requirements of this position can be fully met.

Work Environment

Work is performed in a general office setting. Interaction with others is frequent and interruptive. Work may be stressful at times. Work hours include 40 hours/week for full time employees, 30 hours/week for limited full-time employees and less than 29 hours/week for part time employees. Work hours correspond to the hours that the health center is open, which include weekday business hours and exclude holidays and weekends. Occasional unscheduled overtime may be required. Community involvement is encouraged but not required.

As an organization committed to diversity and inclusion, Scenic Bluffs Community Health Centers provides equal employment opportunities to all employees and applicants for employment, encourages applications from historically

underrepresented groups, and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Acknowledgement

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

Employee Signature

Date