

PINNACLE III JOB DESCRIPTION PAYOR RELATIONS & CONTRACTING ASSISTANT

Job Summary: The responsibilities of the Payor Relations & Contracting Assistant are designed to support the VP of Payor Relations & Contracting. By relieving the VP of administrative activities and other straightforward tasks, the Assistant will afford the VP an opportunity to spend a greater portion of his time on strategic planning projects, payor negotiations, and consulting/revenue producing activities. This is a full-time position with an eight hour per day, 5 day per week work schedule. All work must be performed at our corporate office in Lakewood, Colorado.

Job Relationships: The Payor Relations & Contracting Assistant reports to the VP of Payor Relations & Contracting. The Assistant interacts with PINNACLE III's internal staff (President/CEO, management team members, Directors of Operations, and Specialty Billing Solutions employees) and external customers (commercial payors, facility joint venture partners, and facility personnel at PINNACLE III's managed facilities).

Job Qualifications:

- Education – A Bachelor's degree from a credible college or university is preferred.
- Work Experience – A minimum of one year of experience with ambulatory surgery center (ASC) reimbursement and experience working with payor contracting is preferred.
- Skills – Must possess excellent verbal and written communication skills, strong organizational skills, and exhibit excellent work habits. Must demonstrate attention to detail, maintain thorough and accurate records, and complete work with minimal errors and/or omissions. Must have solid keyboarding and data entry skills. Must demonstrate proficiency in internet search, MS Outlook, Word, and Excel. Strong critical thinking, analytical, and problem-solving skills preferred, as is knowledge of CPT-4 coding and third-party payor systems.
- Physical Guidelines – Ability to extend wrists/arms for up to eight hours/day; sit for up to eight hours/day; and work at computer terminal for up to eight hours/day.

Primary Duties & Responsibilities:

Market Research & Contract Execution

- Assist with pursuing contracting opportunities, including identification and prioritization of payors by market.
- Assemble payor contracting contact information and enter into Sage/ACT! program.

Market Research & Contract Execution (continued)

- ☑ Send out introduction emails and requests for meetings, contracts, credentialing applications, fee schedules, grouper maps, etc.
- ☑ Work closely with VP of Payor Relations & Contracting on negotiation of rates and language terms of initial payor agreements.
- ☑ Help determine the financial impact and viability of payor proposals.
- ☑ Prepare financial analyses and reports.
- ☑ Process paperwork for new payor contracts, including completing contract check lists and reimbursement summaries in Sage/Act! program.
- ☑ Set up tracking of initial contract renewals in Sage/Act! program.

Contract Management

- ☑ Work with VP of Payor Relations & Contracting to:
 - Assist ASCs with maximizing their reimbursement performance.
 - Manage renewal and reimbursement review process. Assist with review of managed care contract reimbursement terms. Conduct financial analysis on financial terms.
 - Provide information to Specialty Billing Solutions (SBS) and ASCs on their participation status in health plans.
 - Negotiate and re-negotiate payor reimbursement.
 - Assist ASC(s) with contracting for new services.
 - Oversee payment dispute projects to resolution. Assist with payor issues by interfacing with payors, forwarding and tracking resolution on claims issue logs, and serving as a point-of-contact for payor relations and contracting department on issues related to trends in payment denials, underpayments, etc. Assist SBS with coordinated communication and problem solving regarding payment issues with contracted payors.
- ☑ Develop and conduct annual rate and reimbursement analysis for client ASCs to measure market parity. Accurately compute average weighted reimbursement, percent of billed charges reimbursed, and percent of Medicare by payor.
- ☑ Track contract renewals in Sage/Act! program and assist SBS with reimbursement summary updates.
- ☑ Submit reimbursement documentation to SBS and/or ASC(s) for processing.
- ☑ Compile statistical reports, statements, and summaries related to payor contract performance and submit them to appropriate stakeholders.
- ☑ Pull reports from facility patient accounting systems when needed.

Other Duties

- ☑ Prepare documents, including formatting and editing letters, reports, and presentations and all other correspondence from draft to completion.

Other Duties (continued)

- Review, check, proofread, and correct, if necessary, the content of various departmental articles, letters, analyses, reports, and emails for errors and omissions.
- With input from management team, SBS personnel, and Directors of Operation regarding best practices, compile and maintain payor relations and contracting policies and procedures.
- Complete ad-hoc projects/work specific to payor relations and contracting, including but not limited to, organizing special meetings, conducting cost analyses, and analyzing payor relations & contracting processes for improvement.
- Complete all other duties as assigned.