

SPECIALTY BILLING SOLUTIONS JOB DESCRIPTION ACCOUNTS RECEIVABLE MANAGER

Job Summary:

The Accounts Receivable (A/R) Manager hires, trains, and supervises all functions performed by SPECIALTY BILLING SOLUTIONS' (SBS) Accounts Receivable Department; coordinates activities and schedules work assignments to meet established daily, weekly and monthly deadlines; ensures all A/R Department duties and responsibilities are completed in accordance with SBS's established policies and procedures; and serves as primary liaison between the A/R Department team members, the Director of Billing Operations, and the VP, Revenue Cycle Management.

Job Relationships:

The Accounts Receivable Manager reports to the Director of Billing Operations, directly supervises A/R Department staff, and interacts with the coding, billing/EDI, and cash management departments of SBS, in addition to the receptionist/schedulers, patients, physicians, nursing staff and Director of Operations of each facility when required to complete tasks pertaining to accounts receivable management and collections.

Decision-Making Authority:

- ✓ Performs duties with little direction operating within established company and department policies and procedures.
- ✓ Discretionary changes affecting day-to-day operations of assigned department(s) and personnel may be routinely necessary.
- ✓ Decisions that affect more than one department and/or the organization must be discussed with supervising Director or VP, Revenue Cycle Management.
- ✓ Mistakes or errors in judgement could affect the effectiveness and efficiency of the organization, work stoppage, and poor customer relations.

Job Qualifications:

Education

- ✓ High school diploma or equivalent required; college degree preferred.

Work Experience

- ✓ A minimum of three years billing office supervision experience and five years hands-on billing and collections.
- ✓ Knowledge of medical terminology and computer literacy are required.
- ✓ Exposure to and ability to accurately interpret contractual agreements between providers and payers required.

Knowledge, Skills & Abilities

- ✓ Exceptional interpersonal skills and strong communication skills a must:
 - Written: Composition, business communication, electronic messages, and concise meeting minutes.
 - Verbal: Informational, educational, mentoring, coherent, influential, persuasive, and public speaking.
 - Non-verbal: Maintains poise and presence of mind; refrains from outbursts or anger.
- ✓ Demonstrates sound judgment as well as strong mental health and physical well-being when exposed to stressful working conditions.
- ✓ Is consistently aware of professional presentation, understands business politics, and protects privileged information.
- ✓ Uses and protects patient records via strict adherence to HIPAA policies and procedures.
- ✓ Collaborates with colleagues, providing support upon request or as appropriate for conditions.
- ✓ Possesses the ability to recite standards of evidence-based practices.
- ✓ Has experiential knowledge in health care industry and anticipated delivery of services.
- ✓ Promotes quality improvement through development and maintenance of processes and standards.
- ✓ Possesses the ability to provide guidance to others in composing and completing process improvement studies to reach more permanent resolutions to problems.
- ✓ Possesses the ability to make quick assessments of situational events with poise and authority. Makes decisions for immediate results while directing others.
- ✓ Possesses strong aptitude for working compatibly with all members of workforce.
- ✓ Demonstrates effective time management skills. Completes assigned responsibilities in a timely manner.
- ✓ Possesses a high level of self-direction. Demonstrates initiative and organizes oneself.
- ✓ Possesses the ability to manage multiple projects.
- ✓ Demonstrates ability to start, sustain, and complete both short- and long-term projects.
- ✓ Possesses the ability to prioritize incoming information and adjust to changing conditions.
- ✓ Possesses strong organizational skills.
- ✓ Possesses the ability to conduct research, analyze data, and exhibit confidence in decisions made.

Physical Guidelines

- ✓ Ability to extend wrists/arms for up to eight hours per day; sit for up to eight hours per day; and work at computer terminal for up to eight hours per day.

Primary Duties & Responsibilities:

Human Resources

- ✓ Reviews resumes/applications, administers screening tests, interviews and hires personnel to fill A/R Department roles.
- ✓ Ensures orientation and training of new hires in the department follows outlined protocols (i.e., hands-on training does not commence until compliance and HIPAA paperwork have been reviewed and signed).

- ✓ Retains primary responsibility for monitoring attendance and punctuality of A/R Department personnel and addresses same when issues arise.
- ✓ Reviews employee time cards for A/Receivable Department personnel ensuring accuracy and completeness prior to forwarding to the Human Resources and Accounting Specialist.
- ✓ Monitors performance of A/R Department personnel, providing regular feedback that serves to keep employees on track with individual, departmental, and organizational goals. Prepares and conducts performance appraisals ensuring goals are objective, measurable, and specific.
- ✓ Provides coverage for planned and unplanned absences of personnel.
- ✓ Assists A/R Department personnel with all aspects of their responsibilities.
- ✓ Provides ongoing education to personnel on policies, procedures, payer contracting nuances, etc.

A/R Management

- ✓ Reviews each facility's aged trial balance on a routine basis. Assists with prioritization of follow-up work related to same.
- ✓ Ensures follow-up occurs on all outstanding claims until third-party payer responsibility has been resolved. Escalates global system issues or specific account concerns to third-party payer senior level officials and/or Director of Billing Operations and VP of Payer Relations when routine efforts to resolve outstanding balances fail.
- ✓ Ensures collection activities are appropriately logged in patient accounting system.
- ✓ Oversees denial management tasks performed by departmental personnel (i.e., reviewing zero pay EOBs, logging appropriate entries to denials spreadsheets, distributing denials to appropriate personnel for follow-up).
- ✓ Ensures appeal letters being forwarded by departmental personnel are effectively addressing identified issues and creating a positive impression of SBS activities.
- ✓ Ensures issues A/R Department personnel identify with claims related to patient accounting system parameters are promptly communicated to the Director of Billing Operations.
- ✓ Assists A/R Representatives determine when account write-off requests are appropriate and ensures appropriate documentation accompanies request forms prior to being forwarded to Director of Billing Operations.
- ✓ Works closely with supervisors of other departments to identify trends impeding efficiency and/or effectiveness of SBS personnel.
- ✓ Subscribes to payer, state, federal and local health care related newsletters and list serves to remain abreast of industry changes. Communicates pertinent information to SBS management team and A/R Department personnel.
- ✓ Processes patient-specific discount agreements forwarded by re-pricing agencies ensuring facility does not have a contract in place that supersedes the request. Follows facility-specific negotiation guidelines. Seeks guidance from and approval of VP, Revenue Cycle Management when guidelines are unclear or circumstances related to specific cases require additional review.
- ✓ Actively observes SBS standards of conduct and participates in compliance program.
- ✓ Maintains HIPAA patient confidentiality standards for medical and financial information.
- ✓ Participates in conference calls as necessary (i.e., new client facilities, operations calls).
- ✓ Leads regular meetings with A/R Department in group and individual settings.
- ✓ Establishes, performs, and maintains audits on A/R follow-up, outstanding aging, and credit balances for each facility.

- ✓ Utilizes audit information to assist with identification of additional training needs. Performs training as necessary.
- ✓ Serves as SBS Security Officer.
- ✓ Personally completes projects assigned by the Director of Billing Operations or VP, Revenue Cycle Management; does not delegate these responsibilities to A/R Department staff without prior approval.
- ✓ Identifies and communicates areas for process improvement within department to facilitate achievement of departmental goals.

Process Improvement

- ✓ Communicates and works with facility personnel and PINNACLE III management team on third-party payer issues/concerns as the need arises.
- ✓ Works with SBS's information technology group to address issues/needs identified by A/R Department personnel.
- ✓ Assists with collection of data for SBS benchmarking program.
- ✓ Responds to feedback gleaned from internal reviews and provided by outside auditing firms by incorporating suggested changes into daily processes.
- ✓ Proactively communicates with Director of Billing Operations about payer specific issues, staffing needs, and other pertinent departmental information via detailed weekly status reports and face-to-face meetings.

PINNACLE III Value-Based Responsibilities

- ✓ Demonstrates honesty, reliability, trustworthiness, and integrity during performance of all job duties.
- ✓ Treats teammates and customers with dignity and respect.
- ✓ Produces high quality work.
- ✓ Shares knowledge.
- ✓ Maintains a positive attitude.
- ✓ Recognizes the contributions of every team member.
- ✓ Employs a collaborative approach to achieve organizational success.
- ✓ Is honest and forthright in his/her communication with teammates, clients, and business partners.
- ✓ Stays abreast of technological and business advancements and employs them to meet organizational needs.
- ✓ Seeks to continuously learn and improve to enhance organizational success.
- ✓ Is courteous, friendly, helpful, and promptly responds to the varied needs of our clients.
- ✓ Is familiar with the services PINNACLE III and SPECIALTY BILLING SOLUTIONS offer.
- ✓ Takes every opportunity to learn the interrelationships between his/her department and the other departments/divisions in our company.
- ✓ Proactively communicate with members of organization's leadership team regarding compliance concerns.
- ✓ Identifies and communicates areas for process improvement within department to facilitate the achievement of departmental goals.
- ✓ Completes all other duties as assigned. The preceding list of duties is not intended to be restrictive or all inclusive. The fact that certain duties may not be listed does not limit the assignment of additional and/or other duties.