

Position Title: Assistant Revenue Cycle Director
Department: Business Office
Pay: \$19.80 min. doe.

Job Summary: The revenue cycle is defined as all administrative and clinical functions that contribute to the capture, management, and collection of patient service revenue. The Assistant Revenue Cycle Director is responsible for maintaining a properly functioning revenue cycle process through a cross-department organizational structure. These functional areas act interdependently during a patient visit, contributing critical information required for clinical service and procuring payment for services rendered.

Job Relationships: Responsible to: Revenue Cycle Director
Positions directly supervised: Managers/Supervisors of Admitting/Registration, Pre Services/Scheduling, Precertification, Billing, and Collection. Several of these positions comprise the Central Business Office (CBO).

Essential Job Functions: The following is a summary of the essential functions of this job. The incumbent may perform other duties that are not mentioned below; specific functions may change from time to time. Monitor and achieve annual and periodic goals for the significant statistical indicators of revenue cycle performance (referred to as Key Performance Indicators—KPI's). This will include the overall financial performance of the Organization with respect to Revenue Cycle. Assist the Director in the development, implementation and analysis of protocol standards/work methodology consistent with LEAN methodology, industry trends and departmental objectives. Responsible for the areas that encompass patient pre- registration, registration, billing, accounts receivable (AR), cashiering, compliance with managed care contractual terms, health insurance practices, industry regulatory requirements, business office operations, charge description master, revenue capture, coding, financial reporting, basic accounting for revenue, allowances and reserves, and resolution of patient questions and concerns. Monitors and trends payer performance and outcomes for purposes of coordination between areas within revenue cycle with the objective of more efficient accounts administration. Researches policy/procedures of agencies and third party payers. Makes changes as necessary to establish processes and/standard work consistent with agency/payer policies/procedures changes in order to maximize revenue. Responsible for customer/patient satisfaction within the Revenue Cycle. Acts as liaison between Patient Accounts and other departments to ensure a consistent and efficient flow of information. Evaluates the performance of Managers and direct reports for efficacy and results. Mentors and counsels managers/supervisors in their management development, performance improvement and other aspects of their roles to assure the goals and objectives of the organization and the department are met. Responsible for financial management and analysis of data in order to oversee operations, budgeting, auditing, forecasting, AR and reserve analysis, market analysis, and staffing.

Qualifications:
The following qualifications, or equivalent, are the minimum requirements necessary to perform essential functions of this job.

Education and formal training:
Two years of college education, plus one year specialized training in healthcare.

Work Experience:
A minimum of 5 years management experience in the healthcare receivables/business office field.

Knowledge, skills, and abilities required:
Work record that demonstrates: Knowledge of hospital and physician billing and reimbursement; Leadership in the core values of the organization; Clear, effective communication skills; A mature approach to problem-solving for varying types of issues; Skills in using core HIS and PC computers;

Knowledge of medical terminology; Negotiating skills; Detail orientation; Knowledge of healthcare industry financial statistical indicators.

Physical Requirements:

Mental ability to operate in a fast paced environment, to move quickly and with agility in dealing with personnel matters, maintain discipline in multitasking.