



## JOB DESCRIPTION

**TITLE:** Business Office Manager  
**DEPARTMENT:** Physician Practices  
**REPORTS TO:** Practice Director/Manager  
**FLSA:** Exempt

### SUMMARY OF JOB:

The Business Office Manager is responsible for all business office related activities of the Practice in the absence of the Director and in accordance with policies, procedures and guidelines.

### RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

1. Planning and Development:
  - Identifies and participates in short and long term goal development.
  - Ensures that all business office activities are of the highest quality and performed in an efficient manner.
  - Works closely with Administrator and Nursing Director to ensure the smooth and efficient flow of patients through the Center.
  
2. Leadership & Management:
  - Provides direction and guidance to the business office staff.
  - Assists staff in developing and obtaining goals.
  - Encourages staff input and is receptive to suggestions of staff members.
  - Encourages a positive team attitude within the entire organization.
  - Works alongside business office staff and Administrator to promote teamwork, to enhance knowledge base, and to remain current on off functions of the business office.
  - Displays professionalism at work and in the community.
  - Participates in marketing the ASC to physicians, staff and the community.
  - Works with Administrator to hire qualified staff for the business office and ensures that employees are oriented to department and job role.
  - Organizes the department workload and establishes work standards to ensure efficiency and productivity.
  - Maintains a thorough knowledge of all job functions in business office.

- Delegates authority successfully.
- Adjusts priorities with a minimal amount of disruption.
- Exercise judgment and initiative in determining action to take in non-routine situations, precedents and practices.
- Works with the Administrator to provide business office staff performance evaluations annually. Utilizes appropriate guidance and counseling techniques in personnel management to maintain an effective team.
- Assures that all State and Federal requirements are followed.
- Assures that all business office equipment is maintained and functioning properly.
- Supervises patient scheduling activities as they relate to the business office of the Center in a manner consistent with guidelines established by center leadership.
- Abides by Center's compliance policies to meet all Federal, State and regulatory requirements for licensure, certification and accreditation.

3. Fiscal Management:

- Maintains financial records and works closely with Administrator and Management Company to ensure accurate and timely reporting of financial information
- Provides monthly statistical information to the Administrator
- Ensures appropriate staffing of the business office in a manner consistent with budgeted FTEs
- Works with billing company and third party payers as necessary to ensure effective reimbursement

4. Medical Records:

- Ensures the proper preparation, documentation, storage and distribution of medical records.
- Ensures the confidentiality of medical records.
- Ensures that Center policies and procedures are followed regarding copying and dissemination of medical records.

5. Ensures all related and pertinent clinical information is forwarded to the Pre-op, OR and materials coordinator.

- Communicates with Anesthesia regarding surgery schedule to ensure coverage.
- Verify with Physician's offices scheduled procedures and block time utilization at least one week in advance.
- Learns all aspects of reception and insurance verification job responsibilities.
- Demonstrates the ability to operate and maintain copy machine, adding machine, postal meter and keyboard.
- Assists in keeping the waiting room neat and ensuring the coffee area is kept clean and safe.
- Gives lunch and telephone relief for other business office staff as needed.

6. Other duties as assigned.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

High school diploma or equivalent; a Bachelors' degree preferred. At least two (2) years of experience in business office management of a physician's office, outpatient clinic, or hospital preferred. Background in surgery coding, billing and collections is required. Completion of a medical terminology course and knowledge of health insurance plans preferred.

OR

equivalent combination of education and experience.

**LANGUAGE SKILLS:**

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**INTERPERSONAL SKILLS:**

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

**DECISION MAKING ABILITY:**

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

**ANALYTICAL ABILITY:**

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

**COMPUTER SKILLS:**

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

**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.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

**GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:**

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.

Reports any conflict of interest or relationship immediately.

**HIPAA:**

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

**Final Section** I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

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Employee Name & Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name & Signature

\_\_\_\_\_  
Date