JOB DESCRIPTION

TITLE: Business Office Manager
DEPARTMENT: Revenue Cycle
REPORTS TO: Director of Revenue Cycle
FLSA: Exempt

SUMMARY OF JOB:
This position is responsible for overseeing the supervision of staff engaged in completion of resolving self pay account balances, financial assistance, and insurance accounts. Also responsible for managing all functions related to accounts receivable and collections.

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. Manages overall A/R and all daily billing and collections activities affecting receivables.
   a. Sets long and short range goals and implements strategies to meet desired objectives.
   b. Monitors trends in A/R, payments, and aging by financial class.
   c. Ensures that staff is appropriately working accounts based on accuracy, due diligence, and timeliness of follow up.
   d. Elevates issues, as appropriate, to the director.
   e. Evaluates effectiveness of billing and collections work functions and recommends changes to policies and procedures, as appropriate.
   f. Assists the management in financial performance goals and determines plans, priorities, and work assignments to achieve them.
   g. Helps set budgetary guidelines and makes spending and resource decisions within those guidelines.
   h. Initiates contact with patient, as necessary.
   i. Interprets billing questions, and provides clarification.
   j. Adjust patient accounts as appropriate, based on the explanation of benefits (EOB).
   k. Updates patient accounts based on verified information from patient/guarantor.
   l. Evaluates effectiveness of collection work functions and recommends changes to policies and procedures, as appropriate.
   m. Responsible for interviewing, hiring, performance planning, coaching, training, and orienting new employees in the business office.
n. Assists with yearly evaluations for department.
o. Report to director daily on issues and/or problems that arise from staff. Schedule regular team meetings, and send director minutes of the meetings.

2. Handles in a professional and confidential manner all correspondence, documentation, and files.
a. Follows up on all assigned accounts within the billing systems in accordance with pre-established goals.
b. Initiates proactive measures that result in account resolution.
c. Researches and analyzes accounts and payments; reverses balances to credit or debit if charges were improperly billed or if payments were incorrect.
d. Ensures that all conditions for payment receipt have been satisfied, which includes, but is not limited to, accurate charges and financial class, authorization/certification/information, claims address, ICD-9 and CPT-4 coding, patient insurance eligibility, patient benefit coverage, and patient responsibility.
e. Responds timely and accurately to all incoming correspondence and inquiries from payers, patients, and other appropriate parties.
f. Initiates recommendations and action plans for resolving accounts.
g. Evaluates accounts to determine any write-offs or corrections required, including duplicate charges.
h. Responds to all phone calls from other departments or insurance companies in an efficient and courteous manner.
i. Writes appropriate notes in system for every account, including any action taken.

3. Reviews various reports to identify denials and edits; corrects claims, suggests action plans to eliminate these denials/edits in the future, and determines appropriateness for appeal.
a. Prepares write-offs requests for denied claims which cannot be appealed.
b. Attempts to locate patient/guarantor through direct contact, letter, or other means.
c. Prepares correspondence to patient/guarantor, as necessary.
d. Receives and answers inquiries or complaints concerning self pay accounts; gathers information for timely resolution of issues.
e. Elevates issues, as appropriate, to the director.
f. Meets daily and weekly productivity standards.

4. Any 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 and three (3) years of related experience and/or training and one (1) year of management experience
OR
equivalent combination of education and experience.

SPECIAL SKILLS:
10-key (by touch)
Knowledge with CPT-4 and ICD-10 coding
Knowledge of medical terminology

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.

**NO ACCESS - a workforce member whose job duties do not require any access to protected health information will be prohibited access. However, a staff person with no access may, in the performance of his or her duties, be exposed to incidental use and disclosure.**

**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.

___________________________________________________  _______________________
Employee Name & Signature                              Date

___________________________________________________  _______________________
Supervisor Name & Signature                            Date