

Position Title: Revenue Cycle Manager
Program: Administrative Offices
Program Location: Redmond, Oregon; requires travel throughout organization
Supervisor: Director of Finance
Employment Status: Full Time Regular
FLSA Classification: Exempt
Salary/Wage: \$60,632 – \$79,560 annually DOE

Summary: This position will coordinate effective management of revenue cycle activities across the organization to include, but not limited to client registration, clinical coding practices, billing, collections, financial reporting, contracts management, and staff training. The Revenue Cycle Manager will optimize clinical coding practices, ensure ethical and accurate billing practices, implement accurate and timely reporting practices, and oversee a revenue cycle performance management system.

Job Relationships:

- Reports to: Finance Director
- Employees Supervised: Billing Lead/Supervisor and Billing Team Members

Essential Functions and Responsibilities:

Team Work

1. Oversee and strengthen the Billing Team, providing them the tools that will allow them to succeed and support strong teamwork.
2. Ensure the billing team effectively supports the clinical teams and executive team in achieving their performance goals.

Billing Cycle Management

3. Keep Billing Specialists up to date on third party coverage contracts, assuring that current contractual terms are understood and applied correctly.
4. Maintain current information for billing and collections processes for each third-party carrier in a Billing Manual.
5. Maintain a process of coverage verification for scheduled patients prior to appointment.
6. Maintain a Sliding Scale policy and process that reflect the federal FPL limits and HRSA requirements.
7. Support Credentialing with the timely onboarding of providers and clinicians with all plans.
8. Maintain and update a coding manual for clinical providers of optimal coding practices. Support training staff training to this manual.
9. Work with clinical teams to ensure timely documentation and processing of encounters.
10. Monitor coding practices among providers to determine potential patterns of coding errors.
11. Provide the Finance Director a monthly reconciliation of billed to received charges and an Accounts Receivable Aging report.
12. Prepare status reports for management to analyze trends and make recommendations.
13. Ensure the timely of processing and correction of rejected or underpaid claims.
14. Maintain a regular schedule for writing off bad debts, with approval from the Finance Director.

Contract Cycle Management

15. Maintain an electronic catalog of revenue contracts with pertinent information, including contract start and end times, reporting requirements, revenue recognition, etc.
16. Inform responsible parties on due dates for contract reporting requirements.

17. Work closely with accounting team on allowed revenue and deferred revenue in the contracts.
18. Coordinate the Revenue Cycle Management team to address any deficiencies in staff performance uncovered by internal audits.

Data Integrity and Quality Management

19. Ensure accuracy of all information entered into the patient billing system.
20. Participate in program/service evaluation activities; facilitate changes in provision of service based on Continuous Quality Improvement results.
21. Monitor data integrity for the practice management system. Report problems to the Finance Director or other appropriate personnel in a timely manner.
22. Hold all patient Protected Health Information (PHI) and other patient personal information and agency information in confidence, in accordance with the Employee Confidentiality Statement.
23. Actively comply with all aspects of the BestCare Corporate Compliance Program, follow the Code of Conduct, and obey all relevant laws, statutes, regulations, and requirements applicable to Medicaid, Medicare and other State and Federal health care programs.
24. Participate in CQI, other internal committees, special projects/observances or activities that promote improvements in organizational performance and/or advance the mission, goals and objectives of BestCare Treatment Services, Inc.
25. Perform any other duties as assigned.

Experience and Education Requirements:

1. High School Diploma or equivalent
2. Bachelor's Degree in business administration, Health Care Administration or related field is preferred, and at least two years' experience management in a healthcare setting; or master's degree in Health Administration, Public Health, Business, or related field and one year experience.
3. ICD-10 medical coding certification is preferred.
4. Advanced computer experience in word processing, spreadsheets, Internet, desktop publishing, and database management required.
5. Understanding of accounting principles, familiarity with financial audits, revenue recognition, state and federal contracts and reporting requirements.

Knowledge, Skills, and Abilities:

1. Able to work well within a team structure, possessing outstanding interpersonal relationship building, and employee coaching skills.
2. Ability to work independently with little supervision required.
3. Strong organizational skills and the ability to prioritize and complete tasks required.
4. Ability to remain calm while working under pressure in a busy environment.
5. Knowledge and experience in verbal and written communication in a professional setting as well as demonstrated experience working with a diverse population of employees.
6. Must be able to promote a positive influence within the company.
7. Ability to work within framework of standard policies and procedures.
8. Knowledge of compliance with all Federal, State and local employment laws.

Tools and Equipment Used:

Must have competency in using a computer Microsoft Suite, EHR, and supporting web-based tools and software. Must be able to operate usual office equipment such as fax, telephone, and photocopy machine. Must have a current and valid driver's license.

Physical Demands:

The physical demands 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 this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel or operate objects or controls.

The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the 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.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon.