



Lakeview Clinic, Ltd. Job Description

Position Title: Revenue Cycle Manager/Business Office Supervisor

Reports to: Director of Operations

Job Status: Full-Time

FLSA Status: Exempt, Salary (minimum of 40 hours per week, 80 hours per pay period)

Location: Waconia, MN (may travel to other locations as needed; Chaska, Watertown, Norwood)

Positions Supervised: Patient Account Representatives (PAR)

Overview: The Revenue Cycle Manager will oversee the billing and remittance operations of the multispecialty medical practice as a whole. Their primary responsibility will be to implement processes and manage them in a manner that optimizes the revenue cycle stream of the organization. This would wholistically include the lifecycle of a patient claim from generation to adjudication and closing of the claim.

Essential Functions: In order to accomplish this job successfully, an individual must be able to perform each essential function of the position to a satisfactory degree. Responsibilities of the Revenue Cycle Manager/Business Office Supervisor have been outlined below.

Responsibilities:

- Ongoing process improvement analysis and systematic implementation and management of RCM processes to optimize collections and billing throughput.
- Oversight of billing department operations including but not limited to:
 - Charging/Data Entry
 - Financial Counseling
 - Payment Posting
 - Insurance Follow-up
 - External Collections
 - Data Retention & Storage
- Identify, analyze and address challenges, changes and breakdowns in the revenue cycle operations of the practice.
- Perform and management of the credentialing of Lakeview Clinic providers.
- Ensuring departmental adherence to HIPAA, HITECH, CMS, HRSA requirements.
- Performing full analysis of trends within payer denials. Working with Director of Operations and Director of Clinical Services to correct issues to minimize denials proactively.
- Performing audits of all recommended A/R write offs and presenting audit results to Director of Operations.

- Assist with and performing the review of contracted rates versus allowables or actual reimbursements received by payer.
- Create/develop and manage A/R dashboard reflecting RCM performance.
- Serve in a Patient Account Representative as needed as dictated by staffing levels.
- Administer accounts receivable functions including billing for products and services, entering payments from patients, reconciling daily monies received.
- Posting insurance/patient payments that have been received via check, EFT, credit card or cash.
- Assisting with pre-verification of insurance benefits through an electronic eligibility portal.
- Respond to inquiries concerning account balances, third party payments from patients and other payers respectfully and in a timely manner.
- Review of outstanding claims with payers that are still in mid-process of adjudication.
- Maintain appropriate files and records to effectively monitor, track and process payment plans.
- Keeping up to date on provider bulletins from payers and updating the Director of Operations, Director of Clinical Services and direct reports on changes needed in workflows to allow for the successful processing of claims.
- Independently prioritize workload to optimize workflows pertaining to payment/claims processing.
- Resolve conflicts pertaining to outstanding balances with consumers.

Competencies:

- Effective written and verbal communication skills.
- Interpersonal communication skills
- Ability to establish priorities, work independently, and proceed with objectives without supervision.
- Ability to handle and resolve recurring problems.
- Basic bookkeeping skills
- Detail-oriented
- Confidentiality-Maintain patient, staff and employee confidentiality. Comply with all HIPAA regulations.
- Customer Service-Friendly, cheerful and helpful to patient and others. Ability to meet patients and others needs while following Lakeview policies and procedures.
- Detail Oriented-Ability to pay attention to details of a procedure or task.
- Flexibility-Ability to adapt easily to changing conditions and work responsibilities.
- Positivity-Display a positive attitude and is a positive agent for change.
- Teamwork-Work as a part of a team and collaborate with co-workers.
- Working under pressure-Ability to complete assigned tasks under stressful situations.

Education and Experience:

- Bachelor’s Degree in Business, Healthcare Administration or other field supporting Financial Operations.
- Minimum of 3-5 years experience in medical billing, accounts receivable, CPT and ICD-10 Coding.
- Minimum of 2 years of Medical Business Supervisory experience or Revenue Cycle Management experience.
- Experience working in Allscripts Touchworks and Practice Management systems preferred.

Work Environment:

- Environmentally controlled Business Office within a multispecialty medical practice.
- Occasionally high pressure or emergent situations in a fast-paced environment.
- May wear Personal Protective Equipment (PPE) such as gloves and mask
- Frequent interaction with a diverse population including team members, providers, patients and other members of the public.

Physical Demands:

- Frequent sitting, standing, walking, reaching, bending, stooping, lifting up to 25lbs., carrying and speaking.
- Lifting, carrying, pushing and pulling up to 50 pounds, with assistance if needed.
- Frequent use of computer, keyboard, phone, copy and fax machines.

By signing below, I understand the responsibilities and expectations that have been outlined in the job description for the position. I acknowledge the information outlined above that directly pertains to the position.

Employee Name:	Supervisor Name:
Title:	Title:
Signature:	Signature:
Date:	Date:

