



JOB DESCRIPTION

JOB TITLE: Director of Revenue Cycle Management
REPORTS TO: Executive Director
DEPARTMENT: Administration
LOCATION: Rolling Hills Clinics (RHC)
705 East Street, Corning, CA 96021
STATUS: Full-time, 40 hours per week, Exempt, 100% FTE

*Native Preference in hiring is given to qualified enrolled members of Paskenta Band of Nomlaki Indians and Native Americans in accordance with the **Indian Preference Act (Title 25, US Code, Section 472 and 473)**. Applicants claiming Indian Preference must submit verification of Indian certified by tribe of affiliation or other acceptable documentation of Indian heritage.*

POSITION SUMMARY

The Director of Revenue Cycle Management is accountable for ensuring the consistency and quality of the coordination of revenue cycle operations, procedures, and best practices for charge capture, billing, payment posting, collections and follow up, denials management, billing audits, and revenue cycle data reporting for the Rolling Hills Clinics. This position is responsible for overseeing a strong team of medical billers, dental billers, including supervisors, leads, and front office teams. This position requires current, in-depth knowledge of governmental and commercial insurance rules and regulations, including regulatory compliance requirements.

DUTIES & RESPONSIBILITIES

1. Responsible for ensuring all RCM functions (billing, collections, cash management, reporting and credentialing) are operating efficiently and effectively.
2. Responsible for managing a strong team of supervisors, leads, medical and dental billers. Understands the job functions of all Revenue Cycle staff, is aware of process flow across departments, and involves them, as appropriate, when recommended actions may impact their work functions.
3. Holds regular, weekly meetings with departmental supervisors and keeps them abreast of important issues related to revenue cycle operations.
4. Continually seeks ways and means for improving the delivery and support of revenue cycle activities and programs including monitoring the routine development of training material and ensuring educational resources to current and future staff.
5. Develops policies and procedures for all points of the revenue cycle including, but not limited to, charge capture, data entry, payment posting, insurance follow up, collections and denials management.
6. Develops and implements evaluation tools and measures staff efficiency and effectiveness.
7. Creates an environment of continued improvement and innovation.
8. Monitors and adheres to applicable Federal, State, and local laws and regulations, in congruence to the Rolling Hills Clinics compliance and code of conduct, as well as other policies and procedures.

9. In collaboration with supervisors and leads, monitors the payments of third-party payers for assessing compliance with established contracts. Troubleshoots problems associated with missed or unbilled charges, payment delays, denials, and other revenue cycle issues.
10. Develop an expansion plan for adding capacity to handle rapid growth.
11. Review Rolling Hills Clinics results monthly to discuss performance of facilities.
12. Participate and provide input in monthly bad debt review of facilities with finance team.
13. Create training manual for revenue cycle management process for use by the BOMs and ABOMs.
14. Performs enrollment for electronic billing, funds, and remittances for facilities.
15. Participates in quarterly Rolling Hills Clinics aging review with those facilities not meeting company standards.
16. Provides ongoing support and training to the BOM and ABOM in the areas of revenue cycle management.
17. Provides ongoing support and training on all aspects of billing, claims, banking, accounting and EHR software.
18. Provides ongoing support and training on eligibility and authorization process for all payer types, such as Medicaid, Medicare, Managed Care, etc.
19. Provides direction on the follow-up process for all payers, including claim correction and appeals
20. Provides direction on the collection process for private accounts, including small claims court, collection agencies and attorney referrals
21. Assists facility with implementing and improving systems such as Admission process, Triple Check, PDPM, etc.
22. Conducts monthly and quarterly audits.
23. Reviews and reconciles month end close process with each facility to ensure accurate revenue.
24. Maintains facility and user setup in EHR and software applications.
25. Develops BOM supervisory skills and assists them with performance and development of ABOM.
26. Assists facility in the development and achievement of goals.
27. Assists in the recruitment and selection for BOM and ABOM positions.
28. Employee Safety: Safely performs all duties; follows required protective protocols to ensure personal safety as well the safety of others.
29. Must maintain compliance with ergonomic safety standards; be mindful of posture and regularly practice ergonomic stretches.
30. Safety: Responsible for ensuring that all duties, responsibilities and operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves.
31. Safety: Take appropriate corrective actions to address matters pertaining to employee health and safety that have been brought to their attention.
32. Other duties as assigned by Supervisor.

DIRECTOR RESPONSIBILITIES

33. In coordination with the Executive team, prepare and analyze annual development plan with corresponding budget, outlining revenue and expense; monitor progress against goals and produce monthly reports.
34. Directing management in implementation of strategies.
35. Supervising managers throughout time sensitive projects.

MINIMUM QUALIFICATIONS

1. Bachelor's Degree in health administration or related field or minimum of five years progressive related experience; or equivalent combination of education and experience.
2. At least 5 years of experience within the healthcare industry, including but not limited to physician practice, health system, biomedical, pharmaceutical, or similar. Experience within the

areas of insurance verification, benefits investigations, and reimbursement, cash management, payment posting, denials management, healthcare technology, billing, coding, customer service, counseling, teaching/education, customer facing or back office, or experience with associated online payer systems.

3. Extensive knowledge of Medicare, Medicaid, Managed Care required.
4. Strong computer skills with knowledge of various EHR systems.
5. Strong analytical skills with the ability to identify trends and present information in a succinct and actionable manner.
6. Powerful leadership skills with the ability to coach and mentor teams through periods of high growth.
7. Creative problem solving skills with the ability to multi-task and prioritize business requirements in a dynamic, fast paced environment.
8. Ability to think and work creatively and effectively in a rapidly changing environment.
9. Exceptional customer service orientation with a focus on collaboration and flexibility when working with both external and internal stakeholders.
10. Demonstrate clear knowledge of Rolling Hills Clinic structure, standards, procedures and protocols.
11. Must have ability to relate and communicate effectively with community interest groups, agencies, and medical facilities that serve the American Indian Community.

NOTE TO APPLICANTS: Please be advised a post job offer, pre-employment Drug Testing, Physical and TB test are required as a condition of employment. Additionally, you may be asked to get a Department of Justice Fingerprinting clearance as a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at Rolling Hills Clinic.

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. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, sit, use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop. The employee must occasionally lift and/or move up to 25 pounds. Position may require exertion up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently or constantly lift, carry, push, pull or otherwise move objects. 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

Work is performed in a health clinic setting. The noise level in the work environment is usually low to moderate. Will work with blood-borne pathogens and will require OSHA training. This job routinely uses standard office equipment such as computers, telephones, photocopiers, and fax machines. 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.

Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at any time by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms. The job description does not constitute an employment agreement between Rolling Hills Clinic and employee and is subject to change by the Paskenta Band of Nomlaki Indians.