

**FULTON COUNTY MEDICAL CENTER
POSITION DESCRIPTION**

POSITION TITLE: ASSISTANT DIRECTOR OF REVENUE CYCLE

REPORTS TO: REVENUE CYCLE DIRECTOR

REVISION DATE: OCTOBER 2017

I. POSITION SUMMARY:

Complete data analytics for all revenue cycle areas of the facility including 340b, internal account audits, physician dashboards, accounts receivable schedules and billing denials with recommendation for improvements to revenue cycle process. Facilitate hospital corporate compliance plan. Comply with insurance guidelines for prompt reimbursement. Work with credentialing specialist to maintain insurances for the facility and providers. Utilize multiple operating software systems and educate staff on system updates. Maintain monthly accounts receivable statistics, revenue and claim analysis reports. Provide support to the Revenue Cycle Director. Work on various projects such as billing analysis and reporting as directed by the Revenue Cycle Director or CFO.

II. EDUCATION/LICENSURE/CERTIFICATION/REGISTRATION:

1. Four year degree in business, accounting or related field and five years or more of experience in hospital or physician office billing management and insurance experience.
2. Thorough knowledge of medical third party billing, patient records, and patient reimbursement.
3. Proficiency in computerized patient data and billing systems and spreadsheet, database, and word processing operations, with thorough knowledge of Microsoft Word and Excel.
4. Well developed written and verbal communication skills necessary. Mathematical and numerical skills necessary. Organizational skills required.

III. CUSTOMER FOCUSED EXPECTATIONS:

While performing the essential functions of this position, the staff member must strive to keep the mission, vision, and values of the Fulton County Medical Center, and be committed to the improvement and best interests of the facility and the services the Business Office provides.

IV. TYPICAL PHYSICAL DEMANDS:

1. Standing and walking 10-15% of the time and sitting 85-90% of the time.
2. Occasional lifting and/or moving up to 25 pounds.
3. Hand-eye coordination, finger dexterity, functional visual ability, and depth perception.
4. Reach with hands and arms, climb or balance, stoop or kneel.
5. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
6. Occasional exposure to outside weather conditions.

V. TYPICAL MENTAL DEMANDS:

1. Ability to read, analyze, and interpret common scientific and technical journals, financial reports, legal documents, and a variety of instructions.
2. Ability to respond to common inquiries or complaints from customers, regulatory agencies and members of the community, to manage stressful situations, and to handle conflict.
3. Ability to effectively present information in a professional manner to top management, public groups, and board of directors.
4. Ability to work with and apply mathematical concepts to practical situations.
5. Ability to handle pressure of meeting deadlines, to be accurate, to manage constantly changing situations, and create a positive work environment.

VI. WORKING CONDITIONS:

Good working conditions exist at the facility. Position can be highly stressful at times, given the nature of the responsibility and need to work under pressure of multiple priorities and deadlines. Hours are generally regular with exceptions of special projects and high priority deadlines. Exposure to noise distractions and unpredictable behaviors. Exposure to prolonged viewing of a computer terminal, eyestrain and repetitive motions will be experienced.

VII. EQUIPMENT TO BE USED:

1. Computer
2. Telephone System/Voicemail
3. Printer
4. Copier/Facsimile Machine
6. Calculator

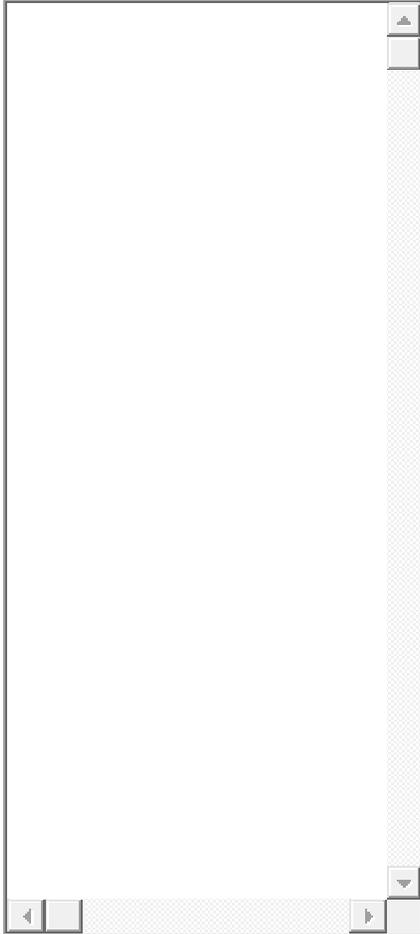
- Mid Probation** 45 days after hire
- End Probation** 90 days after hire
- Annual**



Employee Name: <input style="width: 95%;" type="text"/>	Department: <input style="width: 95%;" type="text"/>	Current Title: <input style="width: 95%;" type="text"/>	Supervisor Name/Title: <input style="width: 95%;" type="text"/>
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Methods of Measurement Include the Following:		<i>AGES SERVED</i>	
<input type="checkbox"/> Direct Observation	<input type="checkbox"/> Documentation	<input type="checkbox"/> Neonates (< 30 days)	<input type="checkbox"/> Adults (> = 18 years and < 65 years)
<input type="checkbox"/> Feedback from staff or patients	<input type="checkbox"/> PI Reports	<input type="checkbox"/> Infants (> 30 days and < 1 year)	<input type="checkbox"/> Geriatrics (> = 65 years)
Period Covered by this Evaluation: <input style="width: 95%;" type="text"/>		<input type="checkbox"/> Pediatrics (> = 1 year and < 13 years)	<input type="checkbox"/> Not Applicable
		<input type="checkbox"/> Adolescents (> = 13 years and < 18 years)	

	Rating			
	D	M	E	
FACILITY WIDE COMPETENCY				<div style="border: 1px solid #ccc; height: 400px; width: 100%; position: relative;"> <div style="position: absolute; top: -15px; right: -15px; border: 1px solid #ccc; width: 15px; height: 15px;"></div> <div style="position: absolute; bottom: -15px; right: -15px; border: 1px solid #ccc; width: 15px; height: 15px;"></div> </div>
INSTITUTIONAL AND/OR PROFESSIONAL STANDARDS <ul style="list-style-type: none"> Comply with regulatory agencies, and institutional and operating systems. Adhere to all Hospital Policies and Procedures as they apply to the area. Knowledge and adherence to Infection Control and Environment of Care Guidelines and Procedures as they are described in the annual education module. Protect patient/customer confidentiality. Comply with HIPAA regulations as they apply to the job. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
PERFORMANCE IMPROVEMENT <ul style="list-style-type: none"> Adhere to current organizational Performance Improvement priorities Participate in quality studies through data collection Make recommendations and take actions to improve structure, system or outcomes 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CUSTOMER SERVICE <ul style="list-style-type: none"> Demonstrate the values of the organization: respect, honesty, integrity, compassion, fairness, innovation and stewardship of our resources. Demonstrate commitment to serving the customer. Demonstrate excellence in communication with the customer. Create a welcoming environment for the patients, family and other interdisciplinary team members 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

ESSENTIAL FUNCTIONS	D	M	E	Comments
Understand all software systems related to insurance, bills, claims, reporting, physicians, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Work with third party clearinghouse vendors to maintain insurance guidelines through edits and reporting analysis of denials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Understand daily billing procedures to ensure quality control of daily processing to enhance reimbursement and decrease denials. Review Accounts Receivable for outstanding claims processing or rebilling.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Maintain 340b financial oversight and internal audit of process. Define policy and procedures for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Work with clinical staff to complete weekly triple check audits for various hospital departments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Process quarterly internal audits on patient accounts and determine education to improve process through revenue cycle.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Manage quarterly audits on physician documentation of patient records for all providers. Streamline processing for physicians on errors found through the audit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Maintain accurate records of physician revenue performance. Develop, monitor, maintain, and assess physician revenue performance goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Implement operating procedures and techniques to improve efficiency and effectiveness of billing operation. Monthly statistical analysis and reporting of biller performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Complete monthly account receivable work papers including the remittance testing for all major payers to be reported to management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Provide support to patient finance manager. Provide as backup on daily routines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Preparation of annual financial audits and insurance audits throughout the year.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Supervise personnel which includes; recommendations for hiring, firing, performance evaluations, training, work allocation, staff disciplinary actions, and problem resolutions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Maintain and update department policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have a working knowledge of the information systems pertaining to the hospital and physician patient billing areas. Overall general knowledge of the flow of information through the multiple information systems; Greenway, Meditech, Trizetto, Quadax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Work on various projects as assigned by the Director of Revenue Cycle.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Non Essential Functions:	D	M	E	Comments
1. Participates in professional development activities: a. In-service classes or on-line courses. b. Shares knowledge with others. c. Reads in-house communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Work Habits: a. Complies with attendance policies. b. Dresses according to the departmental dress code c. Organizes times, sets priorities d. Spends free time in a constructive manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Initiative and judgment: a. Makes necessary work related judgments based upon factual information b. Completes assignments with minimal directions and in a timely manner c. Adapts to a changing work load	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

D= Does Not Meet Expectations	M= Meets Expectations	E= Exceeds Expectations
Comments:		
Future Plans and Actions:		
Employee Comments:		
<p>To update our files, please answer the following questions:</p> <p>Have you received a higher education degree in past 12 months: Yes___ No___</p> <p>Please forward to Human Resources</p> <p>Have you received a certification in the past 12 months: Yes___No___</p> <p>Please forward to Human Resources</p>		

I have reviewed this Performance Evaluation

Employee Signature

Evaluator Signature

Department Head or Designee Signature

Date

Date

Date