***Employment at Morrow County Health District***

Morrow County Health District believes that each employee makes a significant contribution to those we serve and the District as a whole. Every day our patients, families, other healthcare providers, visitors and coworkers are always deserving of exceptional, friendly service and the highest level of quality care possible. This is made possible by all employees agreeing to adhere to the District’s Promise of Excellence and upholding our True North Statement of “Welcoming our patients and providing exceptional care.”

Your contribution to the District and those we care for is not limited by the responsibilities set forth in this position description. This description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary.

**Title:** Billing & Collections Director  **Dept:** Patient Business Office

**Exempt/Non-Exempt:** Exempt **Reports to:** Chief Financial Officer

**Pay Equity Group:** Non-Union Salaried **Effective Date:** 1/25/2023

**General Position Summary:**

The Billing & Collections Director is responsible for the accurate and timely billing of all services provided by the District. This position is the primary contact and has responsibility for the electronic billing processes, compliance with billing regulations, and ensuring the timely follow-up and collection of all patient accounts. This position is responsible for monitoring accounts receivable so that the District’s cash flow is stable and maintain days in accounts receivable goals. The Billing & Collections Director will work directly with other directors to optimize this portion of the revenue cycle. The position will have oversight of the daily operations of their staff.

**Essential Functions:**

1. Prepare and submit claims for payment to insurance carriers, third party payers, and private pay patients in accordance with current standards, rules, and regulations, both electronically and manually if needed.
2. Process and post payments and adjustments, research denials, and troubleshoot payments issues. Identify accounts for bad debt transfers and handle credit balances in accordance with department policies.
3. Initiate, review, and transmit monthly statement file.
4. Maintain a high degree of knowledge concerning billing rules and regulations by keeping current with changes published in the various bulletins, manuals, etc. and attend training at industry seminars as needed.
5. Perform follow-up and process additional information as necessary with insurance carriers, third party payers, and guarantors until accounts are cleared in full, in accordance with the collection policies of the department. Ensure that all claims are managed in a competent, complete, and professional manner.
6. Document all patient and third party contact and inquiries made in person, by telephone, or mail in the proper forms and files.
7. Respond to guarantor calls regarding accounts or billing issues timely.
8. Maintain strict patient confidentiality and follow all HIPAA regulations.
9. Complete and submit the Medicare Credit Balance reports and other mandatory reporting.
10. Conduct comprehensive patient account audits.
11. Coordinate all billing & collection system upgrades and changes for software vendors.
12. Bring to supervisor’s attention any problems regarding processes and procedures, patient accounts, or other issues.
13. Supervise billing and collections staff on a daily basis. Setting work assignments.
14. Review and complete all schedules, timesheets, and vacation requests for staff.
15. Perform all employee evaluations, disputes, requests, or counseling when necessary.
16. Conduct staff training and lead staff meetings as needed

* Attend all required Director and internal meetings and complete all assigned trainings by due date.
* Follow all infection control precautions and wear proper PPE when required.
* Work with Patient Services Director and their staff to ensure coverage of the Patient Business Office functions in the hospital if needed.
* All other job duties as assigned.

**SECONDARY FUNCTIONS:**

1. Maintain data for and complete required monthly and quarterly reports as assigned.
2. Maintain a safe and neat work area.
3. Maintain high ethical standards as set forth in the Employee Handbook and MCHD Personnel Policies.
4. Maintain utmost confidentiality and professionalism concerning patient and employee matters.
5. Report all accidents and/or safety violations immediately.
6. Perform other duties and responsibilities that may become necessary as directed by your supervisor or another member of the Executive Committee.

**Job Scope**

**Supervisory Responsibility:**

Directs and supervises the billing and collections staff. Will schedule staff, oversee training of staff, review and assign required staff trainings, and conduct annual performance evaluations. Will approve time sheets, vacation requests as per policy and other time off. Will work with the Human Resources Director on employee issues when needed. May delegate duties as she/he sees fit.

**Interpersonal Contacts:**

Must have excellent interpersonal communication skills to accomplish a variety of work with various groups of people, including physicians, patients and family members, personnel from other hospitals, clinics, healthcare organizations and facilities, co-workers as well as the public. A demonstrated understanding and appreciation for diverse cultures is required. Must be able to interact with others in a thoughtful and professional manner.

**Specific Job Ability:**

* Proficiency in medical terminology, medical billing software systems, CPT Code knowledge, and patient accounts receivables collection is required.
* Must be able to communicate in person, on the telephone, in writing through the use of letters, reports, and other media.
* Must be able to formulate spreadsheets, narratives, and other reports in a succinct, precise and professional form.
* Possess strong analytical capabilities.
* Must have the ability to direct and supervise the activities of subordinates working in the department with fairness and impartiality.
* Must have the ability to coordinate monthly and cycle activities and personnel to effectively perform required tasks.
* Must have organizational skills necessary to schedule, meet and maintain daily and monthly deadlines.
* Must be able to maintain strict confidentiality, especially with regard to personnel, patient and management matters.
* Must be computer literate and possess the ability to learn computer applications as necessary and other office equipment.
* Must be of sound character and be able to promote the high standards of the District and ensure that all activities are consistent with the Mission of the Morrow County Health District.

**Specific Job Effort:**

* Must be able to lift up to 25 pounds on a regular basis.
* Must be able to sit and work for extended periods on a daily basis.
* Must be able to operate computers and other office equipment, including multi-line phones.

**Education, Experience and Certification/Licensure:**

1. Associate or Bachelor degree in related field preferred. A combination of relevant education along with job experience can be considered.
2. Minimum 5 years hospital/clinic electronic medical billing and collections experience, lead or supervisory experience preferred.

**Job Conditions:**

1. Occasional exposure to blood, body fluids, infectious waste, hazardous materials, noise.
2. Ability to concentrate on detail with constant interruptions and be able to prioritize job tasks.
3. Must have the ability to work a normal eight hour day and as necessary work more than eight hours a day if needed.

I have read the above position description. I will perform the position to the best of my ability. A copy of this position will be placed in my personnel file.

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Signature of Employee Date