



POSITION TITLE:	Revenue Cycle Manager		
DEPARTMENT:	Finance		
REPORTS TO:	Chief Financial officer		
Date Created		Date Revised:	07/08/2021

POSITION SUMMARY:

The Revenue Cycle Manager (RCM Manager) oversees all functions in the Billing/Accounts Receivable department and is responsible and accountable for the revenue cycle process, working collaboratively with Accounts Payable, department managers, and senior leadership to compliantly maximize revenue, provide reports demonstrating trends in patient accounts, and ensure accuracy and compliance in billing, collections, denials and ensure related financial screening areas (eg. Sliding fee discount policy, patient refunds, patient collections).

CORE JOB RESPONSIBILITIES:

- Manage and direct the retrieval, approval and correction of claims as they come through the EHR to the Practice Management System. Reviews patient charges, payments and adjustments on automated system.
- Reconcile charges, payments and adjustments posted to system on a regular basis.
- Work closely with all stakeholders and billing personnel to assure the accuracy and integrity of the accounts receivable system, claims, registration processes.
- Report fiscal detail and trends to Executive leadership, regularly.
- Bill Medicare, Medicaid, CHDP, CDHP and all other insurance companies
- Monthly review of patient statements, receivables.
- Ensure that all third-party denials are re-billed or appropriately adjusted.
- Help prepare yearly cost reports, UDS data, audit materials as requested.
- Work with Executive and Operations teams to ensure that any new programs and services are billable.
- Create special statistical reports as required.
- Provide accurate detailed audit documentation for internal, external audits.
- Ensure processes are compliant with billing policies and procedures.
- Design and update business forms, as necessary.
- Train, supervise and evaluate revenue management, billing, and coding staff.
- Work collaboratively with the Credentialing Department.
- Facilitate patient and staff inquiries regarding financial accounts.
- Train and provide direction to other individuals whose functions directly impact patient financials, billing, denials, eg. Registration, Medical Assistants.
- Provide over-site of outsourced accounts A/R management organizations
- Maintain user access to external health plan, IPA portals used for membership reporting.
- Other duties as assigned by supervisor.

SUPPORTING JOB RESPONSIBILITIES:

- Attend conferences, training, and meetings as needed and requested.

COMPETENCIES:

Accountability: Takes ownership for delivering on commitments; owns mistakes and uses them as opportunities for learning and development; discusses openly his/her actions and their consequences both good and bad; has an ability to identify strengths and developmental opportunities and leverages insight in making adjustments adjusting to improve effectiveness; has the courage to engage in difficult conversation.

Communicating Effectively: Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message.

Decision Making/Judgment: Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, customers, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely decisions.

Results Orientation: Is focused on outcomes and accomplishments; follows through on commitments; can be counted upon to successfully execute on goals; motivated by achievement and a need for closure; has an attention to detail and is both efficient and effective in achieving a high level of measurable outcomes; persists in achieving goals despite obstacles.

Supporting the Mission : Actively supports SFCHC's mission and values; uses individual skills to add value to the mission of *"providing high-quality state-of-the-art health care services, as well as prevention and education services in a supportive atmosphere to every person, particularly the most vulnerable of the San Fernando Valley, regardless of religion, race, age, sex, or personal income."*; aligns actions around organizational goals; gives priority to organizational mission and value when making decisions.

QUALIFICATIONS:

Required education, knowledge, skills and abilities

- Working knowledge of cost-based reimbursement (medical, dental, BH billing, ICD-9 codes, CPT codes, Medicare and Medi-Cal billing procedures and regulations, State and Federal program obligations).
- Knowledgeable of professional credentialing in an FQHC environment.
- Ability to multi-task.
- Strong transformational leadership skills: able to influence and engage others in change.
- Excellent customer service skills with all levels of internal and external stakeholders.
- Ability to write policies and procedures, create written materials, public information
- Familiarity with basic accounting principles. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, by volume, with accuracy.
- Demonstrated success with process improvement (PDCA model).
- Ability to interpret technical instructions and apply to abstract and concrete examples.

QUALITIES, CHARACTERISTICS & COMMUNICATION SKILLS:

- Maintain a professional relationship and positive attitude with co-workers, the public, patients and all SFCHC staff, Board of Directors and vendors
- Maintain the highest professional ethics. Transparent and honest in dealings with people; is a model for all employees through his/her actions
- Strive to learn more and is receptive to learning different ways of doing things
- Display enthusiasm toward the work and the missions of SFCHC
- Ability to engage individuals and groups at all levels.
- Possess excellent verbal and written communication skills.

PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:

This position involves the activities listed below. Indicate the frequency of performance of each activity by placing a check mark (4) in the appropriate column.

- R = rarely (*less than 0.5 hour per day*)
- O = occasionally (*0.5 to 2.5 hours per day*)
- F = frequently (*2.5 to 5.5 hours per day*)
- C = continually (*5.5 to 8 hours per day*)
- NA = not applicable

Describe any job duty which requires repetition or a unique application of the activity.

Physical Activity	R	O	F	C	NA
Sitting				X	
Stationary standing	x				
Walking		X			
Ability to be mobile	x				
Crouching (bend at knee)		X			
Kneeling/crawling	X				
Stooping (bend at waist)		X			
Twisting (knees/waist/neck)		X			
Turning/Pivoting		X			
Climbing	X				
Balancing	x				
Reaching overhead	x				
Reaching extension		X			
Grasping	x				
Pinching	x				
Pushing/Pulling:	x				
Typical weight: Circle the appropriate weight in pounds 1-10 <u>11-20</u> 21-30 31-40 41-60 61-80 81-100 >100					
Maximum weight: Underline the appropriate weight in pounds 1-10 11-20 <u>21-30</u> 31-40 41-60 61-80 81-100 >100					
Lifting/Carrying:		X			
Typical weight: Underline the appropriate weight in pounds 1-10 <u>11-20</u> 21-30 31-40 41-60 61-80 81-100 >100					
Maximum weight: Underline the appropriate weight in pounds 1-10 11-20 <u>21-30</u> 31-40 41-60 61-80 81-100 >100					
Sensory Activities	R	O	F	C	NA

Talking in person				X	
Talking on telephone			X		
Hearing in person				X	
Hearing on telephone			X		
Vision for close work				X	
Environmental Factors					
Safety requirement: none			Exposures: may be exposed to contagious/infectious diseases		

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT:

San Fernando Community Health Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. San Fernando Community Health Center complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

The undersigned have read this job description and agree that it defines the position as it currently exists. The undersigned also understand that the above is intended to describe the general content of and requirements for this job. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

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