

ChapCare Job Description

Title: Revenue Cycle Manager
Department: Operations
Reports To: Business Operations Director
Directs: Staff and Volunteers
EEOC: Officials and Managers

Summary

The Revenue Cycle Manager is responsible for directing, organizing, and managing the entire revenue cycle, including all personnel involved in revenue cycle efforts; developing and monitoring productivity standards; and preparing/reviewing performance reports.

Duties and Responsibilities

Essential Functions

- Establishes revenue cycle benchmarks, and standards of practices with policies and procedures consistent with organizational goals, infrastructure, state, and federal requirements. Oversight of all staffing functions (i.e. Billing & Front Desk) and provides leadership with training. Develops and maintains the highest standards of professionalism and accountability.
- Oversees the development, maintenance, implementation, and training of protocols, policy and procedures for all functions related to the revenue cycle.
- Works with executive management, providers, and accounting to create financial and reporting regarding the revenue cycle.
- Gather productivity, quality, and financial data from EHR and other sources and use to provide meaningful information to appropriate staff.
- Plans and conducts regular department meetings. Communicates updates to the Chief Financial Officer (CFO), Chief Operations Officer (COO), and Business Operations Director in a timely manner. Works with Business Operations Director to ensure best practices related to patient access and the revenue cycle.
- Develops departmental goals, objectives, established staffing patterns, and organizes the work of the departments.
- Prioritizes daily departmental workflow in conjunction with supervisory team.
- Implements new processes and protocols as these become necessary and assigned.
- Ensures an appropriate education and feedback process is in place to provide regular education to FQHC providers on revenue cycle.
- Ensures department staff provide the highest level of customer service.
- Interacts with the Business Operations Director to develop strategic plan for all functions related to the revenue cycle.

Billing

- Directs and oversees all functions of coding, claim management, billing, payment, and collections.
- Monitors, educates, and codes appropriate procedures performed by the practice.
- Responsible for overseeing posting of charges, adjustments, and payments to patient accounts and assuring accuracy and timeliness.
- Keep abreast of Medicare, Medicaid (Medi-Cal), and other third party payer rules and regulations with

- respect to billing and other matters and communicates this information to the physicians and appropriate
- Conducts re-imburement monitoring for individual insurance carriers.
 - Works with CFO, COO, and Business Operations Director to ensure proper cash controls are in place and payments received are posted accurately and timely.
 - Work closely with CFO to prepare month-end and year-end financial close.

Front Desk

- Supervise and support Front Desk Leads to ensure the quality of the insurance, demographics, and eligibility data entered, as well as monitoring all time of service collections by providing revenue cycle reporting and training materials.

Qualifications for position

- Bachelor's Degree in Accounting, or related field desirable. Experience substitutes for education requirements.
- Revenue Cycle: 5 years (Preferred)
- Practice Management: 5 years (Preferred)
- ICD, CPT Coding: 1 year (Preferred)
- FQHC Revenue Cycle: 2 years (Preferred)
- Active CPC (Required)
- Driver's License (Required)

Supervisory relationships

- Directly reports to Business Operations Director.

Prior experience required

- Supervisory experience. Ability to work well with persons from a variety of backgrounds.

Personal qualities

- Able to relate well to the cultural and ethnic characteristics of the ChapCare community. Enthusiastic; able to work independently and with others.

Amount of travel and any other special conditions or requirements

- A moderate amount of local and/or out of town travel may be required.

Hours per day or week

- A minimum of 40 hours per week is required.

Physical Demands/Working Conditions

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



While performing the duties of this job, the employee may be required to drive to all ChapCare facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.

Acknowledgement of Receipt

I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

Employee Name

Employee Signature

Date