

UNIVERSITY CLINICAL, EDUCATION & RESEARCH ASSOCIATES

POSITION DESCRIPTION

Position Title: Assistant Billing Manager for Coding and Billing **Date Prepared:** 02/09/2010

Department: Central Business Office

FLSA Status: Full-time, Exempt
1.0 FTE

Position Reports To: Central Business Office Director

Potential Occupational Exposure to Bloodborne Pathogens: No

UCERA is a non-profit organization that serves as the primary faculty practice plan of the John A. Burns School of Medicine. It was established to further the mission and vision of the School by contributing to the goal of improving the health care status of the citizens of Hawaii and the Pacific by supporting education, research and clinical activities of the school, and by collaborating with hospitals, government agencies and other entities.

POSITION SUMMARY

Serves as an Assistant Manager is the CBO. Under the supervision of the CBO director, manages all facets of medical billing accounts receivable including: coding, billing, and collections workflow and processes. Directly supervises and evaluates the associated staff and performs these functions directly when needed. Individual will coordinate the work with Clinical Departmental Managers and Supervisors to ensure that billing and coding functions are timely and being performed accurately and in compliance with established policies and procedures.

ESSENTIAL JOB DUTIES AND FUNCTIONS

- Understands the entire medical billing process, insurance rules and regulations, and can implement policies and procedures.
- Assists with the management of the day-to-day operations of the CBO's Coding/Billing Department.
- Supervises and trains CBO coding and billing staff in specific work areas assigned.
- Provides day-to-day oversight and management of billing and coding timeliness and queue workloads
- Establishes, monitors, and coordinates staff schedules and work distribution. Reviews electronic timesheets on a weekly basis
- Serves as a trainer for the coding and billing staff and other healthcare professionals in the use of billing procedures, coding guidelines, proper documentation techniques and functions.
- Advises CBO director of issues affecting the efficiency of the CBO, such as system problems, personnel issues, equipment problems, etc. and offers suggestions to improve efficiency.
- Effectively communicates with CBO and clinical department staff to resolve questions.
- Provides concurrent coding and queue management overflow work support and performs billing and coding functions directly when needed.

- Plans, manages and implements performance management processes for all billing and coding staff directly supervised with a focus on staff development and efficiency.
- Prepares weekly and monthly operational and statistical reporting of billing operations and staff performance.
- Coordinates with the administrators and billing staff of clinical departments to insure proper charge capture mechanisms and coding, billing and claims follow-up.
- Enforces UCERA policies and procedures relevant to billing, coding, and human resources for the personnel directly supervised..
- Oversees Coding and Billing educational materials and distributes to CBO staff.
- Retrieves, reviews, and analyzes medical records and related documents for coding and billing reviews..
- Supervises coding reviews for physicians on a periodic basis as per UCERA coding review policy.
- Drafts correspondence to appeal payment denials.
- Attends required in-service programs and participates in continuing education activities.
- Observes all safety and health regulations and works in accordance with safety policies and procedures. Reports unsafe actions/conditions and injuries to the supervisor promptly.
- Maintains confidentiality of information in accordance with UCERA policies and procedures.
- Maintains knowledge of current professional coding certification requirements
- Assists with special billing/coding projects as assigned.
- Complies with all legal requirements and UCERA policies.
- Performs all other duties as assigned

JOB CONDITIONS

- Normal working conditions, indoors, air-conditioned.
- Usual hours are Monday-Friday, 8:00 a.m. to 5:00 p.m. Hours may be flexed to accommodate CBO and clinic schedules, and duties may require extended hours.
- Must have excellent written and verbal communication skills. Requires communication with staff, between departments, and with clients and contractors.
- Some travel to other work sites as necessary

EQUIPMENT USED

- Skilled in use of office equipment (i.e., Facsimile, printers, copiers, computers).
- Proficiency with Microsoft Office applications, Windows, Excel and the Internet.

MENTAL AND PHYSICAL DEMANDS

- Working with minimal supervision; attention to detail, accuracy and concentration, and ability to maintain calm composure while performing multiple tasks.
- This position occasionally requires lifting items up to 30 pounds, frequent sitting, standing, walking and bending.
- Some driving to meeting sites as necessary.

MINIMUM QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Ability to deal professionally, courteously, and efficiently with the public and to remain calm under stress.
- Ability to communicate effectively in English, both verbally and written form
- Ability to work effectively, both independently and with a team.
- Ability to handle high volume of work and multi-task assignments
- Ability to retain information and have good recall ability
- Flexibility to adapt to new ideas and roles as they are developed.
- Ability to organize and prioritize tasks effectively.
- Ability to research and resolve problems
- Excellent customer service skills (both internal and external customers)
- Working knowledge of medical billing and collections
- Knowledge of ICD-9 and CPT-4
- Working knowledge of personal computers and business related software, preferably Windows, Word and Excel.
- Able to operate general office equipment, such as copiers, facsimile machines, calculator, etc.

Education/Training:

- Certified Professional Coder (CPC) and Certified Coding Specialist (CCS) certification required.

Experience:

- Five (5) years progressive experience in-patient/out-patient coding and billing.
- Prior medical records review experience
- Experience in supervising personnel.
- Experience in governmental programs and other third party reimbursement guidelines

Other qualifiers:

- Must be able to plan and prioritize work flow and produce an acceptable volume of work accurately.
- Demonstrated ability to function in a highly professional manner, exercising complete confidentiality and discretion at all times.
- Ability to accomplish multiple tasks on time with accuracy and minimal supervision.
- Attention to detail and ability to accurately synthesize lengthy, complex materials.
- Proficient in using MS Word and Excel, with a working knowledge of databases and electronic communications.
- Excellent English grammar and proofreading skills.
- Strong oral and written communication skills.
- Excellent customer service skills with the ability to interact positively and sensitively with staff and the general public.

- Successful experience working as a team member with a multicultural staff and clientele.
- Excellent punctuality and attendance is a must.

DESIRABLE QUALIFICATION REQUIREMENTS

Education/Training:

- Associate's degree in Business and/or Health Administration or comparable work experience. Some college or Associate Degree, preferred

Experience:

- 3 years supervisory experience preferred.
- GE/IDX systems; training, reporting, maintaining data sets, analysis experience preferred.
- Coding/auditing review experience and/or data management responsibilities a plus.

TERMS OF EMPLOYMENT

Position is located in our Central Business Office and is available immediately. Continued employment subject to terms of employment, job performance and/or continued funding.

Employment is "at will" and can be terminated at any time, either by the employee or UCERA, with or without cause or reason and with or without notice.

ABOUT THE SALARY AND BENEFITS

UCERA offers a competitive package. Salary commensurate with education and experience. Benefits include 13 holidays per year, 100% employee coverage for health and dental, flexible spending plan, pension plan with 3% dollar-for-dollar company matching contributions, 2 weeks of paid vacation after 90 days of service, and 100% company paid group life insurance and employee assistance program.

INTERESTED APPLICANTS

Qualified applicants are encouraged to email a cover letter, resume, and salary requirements to jobs@ucera.org or fax at 808-536-7315.

UCERA is an Equal Opportunity Employer.

www.ucera.org