

NORTHEAST MONTANA HEALTH SERVICES
JOB DESCRIPTION
DIRECTOR BUSINESS OFFICE MANAGER

NAME: _____

ACCOUNTABLE TO: CHIEF FINANCIAL OFFICER Salaried Exempt - Professional

PURPOSE OF YOUR JOB POSITION

The primary purpose of your job position is to plan, develop, organize, implement, and evaluate NEMHS's patient billing functions, in accordance with current Federal and State regulations, and as may be directed by the Chief Financial Officer.

As the Director of the Business Office you are delegated the authority, responsibility and accountability, necessary to carry out your assigned duties. The campuses to which you are directly responsible for are Trinity Hospital, Poplar Community Hospital, Faith Lutheran Home, Listerud Rural Health Clinic, and Riverside Family Clinic.

Every effort has been made to make your job description as complete as possible. However, it in no way states or implies that these are the only job duties that you will be required to perform. The omission of specific statements of duties does not exclude them from your position if the work is related, similar or a logical assignment to your position.

WORKING CONDITIONS

1. Works in a well lighted, ventilated office area.
2. Is subject to sitting, standing, and bending intermittently throughout working hours.
3. Is subject to frequent interruptions.
4. Is subject to hostile, emotionally upset patients, residents, family members, personnel, and visitors, etc.
5. Is willing to work beyond normal working hours, weekends, and holidays when necessary.
6. May be exposed to infectious diseases and hazardous waste.
7. Must travel between the campuses of NEMHS.

ESSENTIAL JOB QUALIFICATIONS

1. A Bachelor's degree in Business or Accounting is desired.
2. Familiarity with healthcare laws, regulations and standards is desired.
3. Experience in a health care organization is preferred. Understanding of coding and reimbursement systems is desired.
4. Must possess the ability to prioritize, and to complete tasks in a timely manner.
5. Experience in bookkeeping or accounting practices is preferred.
6. Must present a good comprehension and operational knowledge of computers.
7. Must be able to read, write, speak, and comprehend the English language.
8. Must be able to see and hear, or use prosthetic devices that will enable these senses to function adequately to assure that the requirements of the position can be fully met.
9. Must use initiative and judgment to make decisions within the scope of assigned authority.

ESSENTIAL JOB FUNCTIONS

1. Must display and maintain complete confidentiality at all times.
2. Must be able to cope with the mental and emotional stress of the position.
3. Must be able to function independently, have flexibility, personal integrity, and the ability to work effectively with patients, family members, co-workers; staff, physicians, and outside agencies.
4. Must attend and participate in educational offerings to keep abreast of regulatory changes that effect your position.

CORPORATE STANDARDS

- 1 Understands and aligns actions with the Mission, Vision and Values Statements of NEMHS.
- 2 Understands, owns and aligns all actions with the Workforce Standards and Patient Service Standards.

- 3 Participates in Quality Assurance, Balance Score Card, Relias training, and attends all meetings mandated by CFO.

MAJOR RESPONSIBILITIES

1. **Responsible** for patient financial system oversight as directed by CFO to include staff management and financial tracking transactions, communications, and documentation to maintain quality reporting standards and provide financial information in matter related to the Financial Reporting stands for revenue cycle activities.
 - a. Maintains patient accounting module accounts subject to CFO oversight.
 - b. Coordinates scheduling and training with assigned staff with financial reporting.
 - c. Prepares and oversee ATB for review by CFO.
 - d. Oversees all billing and payment functions of business office.
2. **Responsible** for assuring a uniform record keeping system and billing process.
 - a. Assures patient billing records are accurate and filed correctly.
 - b. Assures coordination of billing processes between the campuses of NEMHS.
 - c. May be asked to serves as a Notary Public.
3. **Responsible** for initiating new changes involving Medicare, Medicaid, IHS, Rural Health and private insurance carriers.
 - a. Keeps abreast of regulatory changes that affect the billing department.
 - b. Keeps abreast and facilitates any computer changes as a result of regulatory issues.
 - c. Responsible for assessing the changes and how to properly and efficiently execute those changes. Periodically revise policies and procedures in response to changes in the needs of the organization, the law and regulatory procedures of the government and third party payers.
 - d. Serves as the contact person for outside agencies.
4. **Responsible** for assuring the Credits & Collections processes is followed and adhered to.

- a. Assures accurate billing and A/R information is maintained.
 - b. Assures accounts are appropriate for "turn-over" to a collection agency.
 - c. Assures proper and accurate follow-up on all patient accounts
 - d. Notifies CFO and CEO of excessively high individual patient accounts.
 - e. Assures the Credit & Collection policy is followed.
 - f. Assures that approval for accounts to be turned over to collection are in accordance with Bad Debt Policy.
5. **Responsible** for accurate analysis of all Accounts Receivable.
- a. Analysis to be done on a daily, monthly, and annual basis.
 - b. Analyses outstanding accounts.
 - c. Analyses Utilization Review and makes recommendation to Social Services regarding changes in level of care (swing bed).
 - d. Analyses daily charges for excessive or inappropriate charges.
 - e. Assures charges are billed out on all patients seen.
6. **Responsible** for Listerud Rural Health Clinic, and Riverside Family Clinic Rural Health Clinic Billing.
- a. Assigns provider to encounter forms.
 - b. Completes proper coding of encounter forms.
 - c. Approves all patient care service charges.
 - d. Assigns and maintains charge-pricing file.
 - e. Responsible for computer operations.
 - f. Assures physicians have proper NPI, Blue Cross, Medicare, and Medicaid numbers.
 - g. Completes a preliminary census report to assure correct patient census.
7. **Responsible** for working closely with CFO on patient accounts and appropriate fiscal

functions.

- a. Assures internal controls as appropriate and necessary within the Billing Department.
- b. Assures correctness and balances A/R prior to month end.
- c. Makes all bank deposits.
- d. Assures CFO receives all information needed for financial reports.
- e. Is available for Auditors during year end audit.

8. **Responsible** for general management and supervision of Department.

- a. Attends Departmental Manager meetings as scheduled.
- b. Conducts inter-departmental meetings with all campuses at least quarterly.
- c. Responsible for all hiring, firing and progressive discipline of employees of the Business Office and Medical Records Directors.
- d. Performs all probationary and annual performance appraisals on Business Office employees and Medical Records Directors.
- e. Is available to cover for personnel in other work areas as needed and appropriate.
- f. Assures personnel within the department are adequately trained and assures their continuing education as well as own.
- g. Reviews yearly, and updates policy manuals as necessary.
- h. Gives final approval for supply requisitions for the department.
- i. Responsible for assuring self and employee attendance at mandatory organizational meetings.
- j. May be requested to attend Governing Board meetings.

9. **Responsible** to abide by all Policies of Northeast Montana Health Services including but not limited to:

- a. All Corporate Compliance

- b. All Ambulance Policies
- c. All Personnel Policies
- d. All OSHA Regulations
- e. All HIPAA
- f. All Hazcom/Blood Borne Pathogens

I have read and understand the above job description. I understand that the above duties and responsibilities are essential to my job position.

Employee

Date

Supervisor

Date