

LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.

JOB DESCRIPTION

TITLE: REVENUE CYCLE MANAGER
DEPT: FISCAL
SUPERVISOR: CHIEF FINANCIAL OFFICE
CLASSIFICATION: EXEMPT – FULL TIME

POSITION SUMMARY:

Under the general direction and oversight of the CFO, the Revenue Cycle Manager (RCM) uses the latest technology, efficiency tools, and workflows to ensure that the third-party revenue cycle is functioning with maximum efficiency. The RCM ensures that collections are timely and accurate and that third-party cash flow is consistent and reliable. The RCM's responsibilities include identifying patient reimbursement issues, denials, and rejections, ensuring they are effectively identified, fixed, and prevented in the future. The RCM develops expertise in all practice management issues related to E.H.R.s including NextGen and Dentrrix.

ESSENTIAL JOB FUNCTIONS:

- Use technology to ensure the full billing cycle is operating efficiently.
- Develop and refine procedures to identify, dissect, fix, and prevent problems.
- Ensure that third-party cash flow is consistent and reliable and corresponds to patient encounters.
- Implementing a system to ensure that accurate billing information is entered into the billing system.
- Collaborating with the billing department staff in various duties, such as account management, communications with insurance providers, collections, cash posting, contract analysis, and billing.
- Oversee the training of staff related to PM, technology and other billing issues.
- Develop efficient tracking processes and tools to ensure timely collection of patient revenue.
- Make recommendations on workflows and staffing.
- Use technology to maximize the accuracy of billing codes.

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

- Bachelor's degree in business administration, healthcare administration, technology or related field.
- Demonstrated ability to use technology as an efficiency tool.
- Proficient in all Microsoft Office applications as well as medical office software.
- Proven experience in a healthcare setting.
- Knowledge of health insurance providers.
- Strong interpersonal and organizational skills.
- Excellent customer service skills.
- Ability to maintain a professional attitude and appearance at all times, establish and maintain effective working relationships with co-workers.
- Communicate effectively with individuals and groups both orally and in writing.
- Good organizational skills. Efficiently plan and execute work, meet deadlines and assigned projects in a timely and efficient manner. Maintain detailed records.

All LCTHC employees are expected to:

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the LCTHC policies and procedures as they may from time to time be updated.

PHYSICAL DEMANDS

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. Sitting / Mobility: Approximately 40% of time is spent working at a desk. Balance of time (approximately 60%) is spent moving around work areas. Communication: Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. Vision: Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. Lifting / Carrying: Ability to occasionally lift and/or move objects weighing no more than 50 pounds. Stooping / Kneeling: Ability to access files/stock supplies in low cabinets and shelves. Reaching / Handling: Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard office

equipment, including computer, telephone, calculator, copiers, and fax. Work is performed in an office/clinic environment; continuous contact with other staff and the public.

INDIAN PREFERENCE: Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT: LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and the success of LCTHC. Employees who are under the influence compromise LCTHC'S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

HIPAA Health Insurance Portability and Accountability:

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.

Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.

I have read and understand all aspects of this job description

Employee Signature

Date

Supervisor/Dept. Manager

Date

HR Signature

Date