

**WEST PARK HOSPITAL DISTRICT
JOB DESCRIPTION**

JOB TITLE: Director Revenue Cycle

DEPARTMENT: Patient Financial Services

IMMEDIATE SUPERVISOR: Chief Financial Officer

JOB SUMMARY: Manages, directs and coordinates activities of personnel engaged in the revenue cycle, including the switchboard, cashiering, billing, collecting, and admissions. Works with the HIM director on unbilled accounts and supervises the Patient Financial Services department. Works with departments to enhance the efficiency of the revenue cycle process, the charge master, denials management, and reimbursement issues.

CULTURE/RELIGIOUS ASPECTS: Employee will care for patients of all cultural and religious backgrounds. In view of the seasonal influx of people from all over the world, be prepared to care for patients of diverse cultural and/or religious backgrounds.

ETHICS AND COMPLIANCE: Employee performs within the prescribed limits of the hospitals/departments Ethics and Compliance Program. Is responsible to detect, observe and report compliance variances to their immediate supervisor, or upward through the chain of command, the Compliance officer or hospital hotline.

ESSENTIAL FUNCTIONS:

1. Responsible for personnel management of Patient Financial Services Office, including but not limited to: payroll, scheduling, training, counseling, evaluations and disciplinary action.
2. Generates activity reports for the purpose of monitoring the PFS personnel and the revenue cycle efficiency.
3. Benchmarks the ongoing accounts receivables, and works with staff when key indicators show benchmarks are not being attained.
4. Directs the Charge Master and Denial Management committees. Identify, examine, and analyze patterns of rejections, partial denials, or denials from third party payers and implement changes.
5. Monitors the unbilled accounts, works with HIM director to minimize the unbilled accounts.
6. Works with department managers to enhance the charging process, to enhance reimbursement, decrease denials. Review charges for accuracy and completeness of procedural and diagnostic codes.
7. Verifies accounts to be turned over to an outside collection agency.
8. Consults with management and initiates changes in procedure with approval. Acts as a resource in the development of accurate charge capture tools.
9. Prepares Patient Financial Services Office budget.
10. Managers chart audit process.
11. Manages admission process to insure accuracy of admission, timeliness of admission, medical necessity compliance, and financial policy compliance.

SECONDARY FUNCTIONS:

1. Responsible for dispensing and balancing of petty cash.
2. In charge of requisitions for the Patient Financial Services Office.
3. Attend department manager meetings.
4. Attend Patient Status Committee meetings, weekly.
5. Attend educational workshops.
6. Responsible for storage and accessibility of all records as required by the state.
7. May be requested to perform other related duties for which the individual is qualified.
8. Educates hospital staff on admission policies and monitors compliance.

SPECIFICATIONS:

EDUCATION: College or University Diploma required. Advanced certification preferred.

EXPERIENCE: Three years experience as a Patient Accounts Manager.

SKILLS: Computer and general office skills required.

WORKING CONDITIONS: Works in a clean, heated and air conditioned area. Works 40 hours per week, Monday through Friday, additional as needed.

SKILLS: Well developed written and verbal communication skills necessary. Mathematical and numerical skills necessary. Mechanical aptitude helpful. Organizational skills required. Capable of sound business practices that may influence sales representatives to the advantage of the hospital's purchasing program. Needs to have a good professional rapport and good interpersonal communication skills.

PHYSICAL DEMANDS:

My job requires that I lift:

	NEVER	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
A. Up to 10 lbs.		X		
B. 11 - 24 lbs.		X		
C. 25 - 34 lbs.		X		
D. 35 - 50 lbs.	X			
E. 51 - 74 lbs.	X			
F. 75 - 100 lbs.	X			
G. Above 100 lbs. STATE WEIGHT	X			
H. STANDING			X	
I. WALKING			X	
J. SITTING			X	

Any lifting of 35# or more requires the use of an assistive device and/or physical assistance.

EXPOSURE CATEGORY

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1. Tasks that involve exposure to blood, body fluids or tissues. This includes all procedures or job related tasks that involve inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or potential spills or splashes of them.
2. Tasks that do not involve exposure to blood, body fluids or tissue, but exposure may be required as a condition of employment. Appropriate protective measures are readily available to these employees when needed.
3. Tasks that involve NO exposure to blood, body fluids or tissue and Category I tasks are not a condition of employment.

 Employee Signature

 Date

New: 7/07, 12/10

Revised: 12/10