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**HealthPoint Family Care**

**Revenue Cycle Manager**

**Reports To: Practice Administrator**

**Status: Exempt**

**Summary:** This position is responsible for leading the organization’s revenue cycle process. This includes, but is not limited to, monitoring and enforcing Billing Team workflow, providing education and training to managers and staff related to revenue cycle, leading the achievement and maintenance of department goals.

**Essential Duties and Responsibilities:** This job description reflects management's assignment of essential functions. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

* Manage daily operating functions of revenue cycle process and billing staff
* Develops and enforces revenue cycle policies and procedures
* Communicate effective strategies for improving revenue cycle process to Center Managers, staff and billing company on a regular basis
* Takes action towards continuous improvement and innovative use of billing software, including more automation
* Overall management of the PM system for efficient and functional use including but not limited to enforcing protocols and procedures, updates, reporting management, software upgrades
* Proactively develop automation for billing and reporting functions
* Meets deadlines for month end close and reporting
* Produces accurate monthly revenue cycle reporting.
* Proactively studies, recommends and leads implementation of revenue cycle improvements
* Manages compliance with Federal, State and payer rules and regulations and reporting, including, but not limited to UDS reporting
* Ensures that start up offices are properly licensed and complaint for operation. Ensures that current office sites are current concerning state and federal licensure
* Manages provider and staff organization and payer credentialing process
* Oversees prospective audits in accordance with the Organization’s Corporate Compliance Policy
* Identifies denial/billing error trends through management of Days in AR and other billing metrics and communicates these to VP&CFO, Practice Administrator and Center Managers
* Manages compliance with Federal, State and payer rules and regulations and reporting, including, but not limited to UDS reporting.
* Stays knowledgeable about FQHC billing and operations
* Proactively ensure superior customer service to internal and external customers according to standards set by HealthPoint Family Care
* Develops and leads ongoing revenue cycle training for all staff
* Is active in employee recruitment and the hiring process with HR assistance.
* Leads ongoing staff education and training.
* Remains knowledgeable and proficient in all job functions and is active in monitoring and auditing staff’s work
* Keeps staff informed of changes in department, centers, policies, or procedures through daily communication and monthly staff meetings.
* Retains high performing staff through timely feedback, coaching and supervision
* Addresses employee performance problems through effective and timely corrective actions.
* Follows established regulations and professional standards as required of the position. Participates in and supports continuous quality improvement.
* Other duties and responsibilities as assigned by Practice Administrator & VP&CFO.

**Supervisory Responsibilities:**  The incumbent is required to direct assignments to non-exempt staff regarding billing assignments and adherence to applicable regulations.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**  Bachelor's degree (B. A.) from four-year college or university; or five years related experience and/or training; or equivalent combination of education and experience.

**Language Skills:**  Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Reasoning Ability:**  Ability to read, analyze and interpret common federal payer guidelines, financial reports and legal documents. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**  To perform this job successfully, an individual should have the ability to gain knowledge of our current practice management computer system. Should possess proficient skills in Microsoft Word, Microsoft Outlook, text paging, and Internet and Intranet research.

**Certificates, Licenses, Registrations:** None necessary.

**Other Skills, Knowledge and Abilities:**  Knowledge of federal, state and commercial rules and guidelines pertaining to billing services provided by HealthPoint Family Care.

**OSHA Job Classification:** Category III – Handling, managing and disposal of biohazardous materials and/or equipment contaminated with biohazardous materials is not a regular part of your work assignment.

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

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing 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 is occasionally exposed to fumes or airborne particles; toxic or caustic chemicals and risk of radiation. The noise level in the work environment is usually moderate.

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**Employee signature Date** ,

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