Job Description

Position: Patient Accounts Manager
Department: Patient Accounts
FLSA Status: Exempt
Reports To: Treasurer

Education/Experience: Bachelor’s or associates degree and minimum two years of experience as a medical billing manager or office manager. Certified Professional Coder certification is preferred.

Primary Objective: Direct patient accounts and reimbursement services of the practice by performing the following duties personally or through subordinates.

Supervisory Responsibilities: Directly supervise 6-8 employees in the Patient Accounts department, and 6-8 Medical Scribes. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing their work; appraising performance; rewarding and disciplining employees.

Skills and Abilities:

Possesses in-depth knowledge of medical coding, particularly for the integumentary system, pathology, and ambulatory surgery centers. Maintains professional knowledge of regulatory and industry issues effecting medical specialty billing. Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition.

Demonstrates excellent internal and external customer service skills. Manages difficult or emotional situations; responds promptly to patient needs.

Must be able to communicate clearly with patients, staff, managers, and physicians both verbally and in writing. Must meet deadlines and manage competing demands.

Effectively motivates and inspires positive employee performance and cooperation, develops subordinates’ skills and encourages growth; takes responsibility for subordinates’ activities and the overall progress and productivity of the patient accounts department.

Functions as part of a management team and exhibits orientation to the larger objectives and goals of the organization, beyond the patient accounts department. Shows objectivity and openness to others' views; gives and welcomes feedback; puts success of team above own interests.

Must accept feedback from others and give appropriate recognition to others. Must be flexible and able to adapt to a changing environment.

Experience and proficiency with billing and administration functions for practice management software systems. Proficiency with Microsoft Office Suite, including Word and Excel. Experience with electronic medical records, patient portal, and/or website administration desirable but not required.

Essential Duties:

Develops, evaluates, implements, revises, and enforces policies and procedures related to billing and reimbursement activities under the direction of the treasurer and/or board of directors.
Supervises charge posting, billing, and collection operations to ensure consistent application, interpretation, and implementation of policies and procedures.

Functions as part of a management team to ensure that policies and decisions are in keeping with the mission and objectives of the practice and are practical and efficient within the organizational structure. Works with other managers to ensure practice-wide communication and training.

Analyzes and reports Accounts Receivable data monthly at a minimum and more often as needed. Keeps executive management advised of trends and issues. Offers suggestions for resolution.

Reviews, monitors, and evaluates third party reimbursement compliance and researches variances.

Keeps abreast of all reimbursement billing procedures of third party and private insurance payers and applicable government regulations.

Maintains appropriate internal controls over Accounts Receivable.

Conducts special projects and studies as directed.

Enforces practice policies and procedures.

Completes and approves employee time records. Reviews and approves time-off requests and coordinates coverage of staff. Plans bi-weekly work schedules for Medical Scribes and assigns work to staff to ensure adequate coverage.

Provides training and assessment of medical scribes on evaluation and management documentation, managing or transcribing provider correspondence, and act as liaison between providers and scribes.

Plans and conducts staff meetings to discuss new or modified procedures within department.

Researches and selects equipment and supplies for department.

Assists Treasurer and/or Managing Partner in negotiation of new and existing insurance contracts.

Serves as Data Coordinator for Ambulatory Surgery Center. Responsible for monthly reporting of ASC claims data to KY Office of Health Policy.

Maintains PCI compliance. Manage ZirMed credit card processing accounts.

Reviews chart documentation under audit for accuracy and completeness prior to submitting records to insurance carriers. Performs provider documentation audits as needed.

Reviews and approves refunds to patients and insurance. Forwards approved requests to Accounts Payable.

Assists with patient complaints as needed.

Assists with complicated insurance denials.

Reviews and approves bad debt accounts over $200 prior to transfer to collections.

Maintains fee schedules and fee tickets.
Reviews and approves invoices from ZirMed & NextGen.

Maintains DAK website and Facebook page. Edits and adds text as needed. Serves as liaison to website designer.

Adds and edits user accounts on Allscripts e-Prescribe.

Maintains the strictest confidentiality in regards to patients’ accounts, in compliance with HIPAA and other privacy and security policies and regulations.

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.

The employee must be able to sit for long periods of time; to talk and hear; to type, file, and sort papers. Specific vision abilities required by this job include close vision and prolonged use of a computer screen.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and perform other job-related duties requested by their supervisor.

Requirements are representative on minimal levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.