

Rocky Mountain Gastroenterology Job Description

Job Title: Revenue Cycle Supervisor	Grade Level:
Supervisor: Director of Revenue Cycle	E () NE ()
Department: CBO	Date Prepared: 1.06.17

Position Purpose:

The Revenue Cycle Supervisor is responsible for the direct supervision of staff within the department of the Central Business Office. Assist in developing departmental policies and procedures in the revenue cycle. The supervisor facilitates excellent customer service and ensures departmental compliance according to State and Federal requirements.

Essential Duties:

1. Supervise staff, evaluates work and current results, monitors staff time and recommends and implements corrective actions
2. Research and identify denial trends and collaborate with insurance carrier, charge entry, and others to resolve issues and reduce impact to the receivables. Document, communicate and provide training on all findings to the department after review with Revenue Cycle Manager.
3. Assist in the training of all new employees to ensure knowledge and skills essential for effective job performance are acquired. Provide continuous training and education to all staff related to new department policies, changes in coding rules, changes in insurance requirements/regulations etc.
4. Monitor performance of assigned team(s) to ensure that each employee is meeting standards and that department goals are being met.
5. Perform monthly quality assessments for each employee and provide constructive feedback to include action plans for improvement as needed. Quality assessments will include random audit of ten accounts with a focus on-account documentation, appropriate actions or follow up with insurance carrier(s), appropriate correspondence in response to denials, correction actions taken to get claims paid, etc. Supervisor will also be involved in the annual review process for each employee.
6. Responsible for monitoring and maintaining a positive and productive team.
7. Assist Revenue Cycle Manager in hiring activities, evaluating employee performance and disciplinary actions/terminations when necessary.
8. Act as the escalation point for issues from the staff and report all issues to the Revenue Cycle Manager in a timely manner.
9. All duties and task need to be completed in a timely manner or to set deadlines.
10. Compliance with all attendance policies.
11. Any other assigned task by Revenue Cycle Manager

Other Duties:

- Work with other departments on committees and projects assigned.

Decision Making:

- Appropriately prioritize and coordinate team tasks, workflow, systems and procedures in accordance with department practices and goals.
- Authorized to give signature approval for refunds, write-offs, charge corrections, timecard system, and time-off requests.
- This position works independently, but is expected to keep the Revenue Cycle Manager informed of all issues, changes and updates.

Knowledge, Skills and Experience:

- Requires a high school diploma and five years previous management/supervisory experience in a medical billing environment; bachelor's degree is preferred
- Working knowledge of AMA coding guidelines, government and commercial payer regulations, insurance contract analysis, and denial resolution is required. Must have experience and strong understanding of medical coding, billing, appealing denials, and collection of physician accounts receivable.
- Must have proven leadership ability in the coordination of workflow for a staff of at 10+ personnel in a high volume, high complex environment.
- Strong problem-solving skills and the ability to prioritize and delegate multiple task are required.
- Must have high level verbal and written communication skills with the ability to professionally interact at all levels within the organization and with external partners/contacts.
- Strong PC skills, including spreadsheet, work processing, and database applications are required.
- Knowledge of Allscripts PM and Clinical Module and associated applications.

Financial Authority:

- N/A

Communication:

- Communication may occur via in-person interactions, phone calls, emails, etc.
 - Daily communication with Manager, reporting staff, and other members of the CBO.
 - Occasional communication with CFO, Practice Managers, clinic employees, insurance representatives and staff.

Results of Actions:

- Financial errors may result in loss of revenue for the organization
- Errors in judgement may result in conflict with staff or other departments

Supervisory Responsibility:

- Direct supervision of day-to-day functions for CBO to include prioritizing and assigning of tasks, monitoring workload, implementing process improvement, completing skill and quality assessment, and providing staff training. Number of employees under direct supervision may vary.

Physical Requirements & Working Conditions:

Frequency: N=Not at all
 R=Rarely: Less than once an hour
 O=Occasional: 1-4 times/hour or up to 1/3 of the shift
 F=Frequent: 5-12 times/hour or up to 2/3 of the shift
 C=Constant: More than 2/3 of the shift

Activity	Frequency	Activity	Frequency
Stand	R	Push or pull with hands/arms	N
Walk	R	Lift hands above head	N
Walk on uneven &/or slippery surfaces	N	Climb or balance	N
Sit	C	Stoop, kneel, crouch, crawl, bend	R
Use of hands	F	Climb stairs	R
Forceful grip w/hands	N	Talk	C
Reach w/arms	R	Hear	C
Lifting up to 10 lbs.	R	Working in outdoor weather conditions	N
Lifting up to 25 lbs.	R	Awkward postures	N
Lifting up to 50 lbs.	N	Close vision (20" or less)	C
Communicate	C	Distance vision (20' +)	N
Interpersonal skills	C	Peripheral vision	N
Ability to adjust focus	C	Depth perception	N
Work in a loud environment	R		

Rocky Mountain Gastroenterology supports a Tobacco Free Workplace Environment which prohibits smoking and the use of tobacco products on company property.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this position.