

## ASSISTANT MANAGER - PATIENT ACCOUNTS

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class functions as an Assistant Manager in charge of Patient Accounts, with responsibility for monitoring, directing, coordinating and assisting in the administration of cash and collection activities, billing and initial processing units, developing and monitoring activities to ensure maximum billing and cash flow, implementing, coordinating and assisting in the administration of all operational procedures, systems and controls used in the billing of patients, insurance companies and other third party reimbursement agencies, and collecting billed fees in a timely manner. Supervision is exercised over a large number of Supervisors, Credit and Collection Analysts and Insurance Clerks. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Supervises and coordinates financial investigation activities relating to the establishment and maintenance of contacts with patients or parties responsible for in-patient and out-patient bills, and maintains statistical control of all admissions for collection and billing procedures;

Ensures the implementation of the collection cycle using established policies and procedures, including determination of self pay status or third party eligibility and coverage, preparation of third party pay and eligibility status, follow-up collection cycle procedures, and maintenance of documentation flow for third party reimbursements;

Coordinates unit liaison activities with Admissions, Emergency and Clinic Departments, Nursing Stations, Medical Records Units, other service departments concerning preparation, delivery, control of patient charges and credits;

Supervises posting and proofing of adjustments, credits and payments to patients' accounts;

Supervises periodic aging of accounts to determine status of open accounts by source of payment, and date of discharge and/or treatment. Refers delinquent accounts to the collections unit or for write off, and accumulates data regarding third party bad debt accounts;

Minimizes the use of outside collection agencies for billing and collection, including Worker's Compensation/No-fault billing and laboratory billing, to maximize revenues and reduce costs;

Monitors unit activities for the collection and control of cash receipts of patients' pre-payments;

Assures information flow to the EDP Unit in order to maintain updated systems and procedures and changes in rates, medical data, procedural changes and review of work activity in billing;

Implements new procedures in various areas of Patient Account Unit in order to improve effectiveness of office routines and investigative procedures;

EXAMPLES OF WORK: (Cont'd.)

Reviews and makes recommendations on scheduling of work and office routines, including distribution of work and daily assignments;

Recommends, prepares, administers and evaluates training programs for the unit; evaluates personnel performance and progress of work, recommends increments and promotions;

Assesses level of employee morale of the unit, recommends work performance standards, resolves employee complaints, provides supervisory leadership to attain effective productivity, and initiates action to accomplish objectives;

Prepares data, reports, surveys and management information on billings, collections, accounts receivable and prepares status reports, analyses, and recommendations in order to obtain optimum utilization of total resources and to maximize reimbursements;

May access protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

May perform other incidental tasks, as needed;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the reimbursement structure of Hospitals and their relationships to third party insurers; thorough knowledge of all forms of hospitalization insurance programs; thorough knowledge of Hospital accounting and billing procedures and techniques; thorough knowledge of EDP principles in Hospital Financial management and their application to a patients accounting function; ability to supervise, plan and direct the work of a large number of employees; ability to relate well to a diversified group of people; ability to communicate effectively both orally and in writing; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; sound judgment; accuracy; thoroughness; resourcefulness; integrity; initiative; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and six years of administrative and supervisory experience in hospital billing and reimbursement, three of which must have been at a hospital with 500+ beds and accounts receivable in excess of \$100 million.

SUBSTITUTION: Satisfactory completion of 30 credits\* towards a Bachelor's Degree\* in a health care or financial field may substitute on a year for year basis for up to three years of the above stated general experience and one year of the specialized experience. There is no substitution for the remaining two years of specialized experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

West. Co.  
J. C.: Competitive  
MAP5  
1

Job Class Code: C2524  
J.G.: XIII