

## MANAGER OF PATIENT ACCOUNTS

DISTINGUISHING FEATURES OF THE CLASS: The Manager of Patient Accounts is responsible for directing, managing, supervising and coordinating the Patient Accounts Division of Westchester Medical Center, including policy development and implementation, establishment of procedural systems and controls, audit and review of guidelines, and staff development and coordination. These responsibilities include inpatient, outpatient and emergency room billings and collections. This position is also responsible, along with reimbursement staff, for developing managed care contract language for negotiations. Supervision is exercised over a large number of professional and clerical staff.

### EXAMPLES OF WORK: (Illustrative Only)

Directs financial investigation activities relating to the establishment and maintenance of contact with patients or parties responsible for inpatient and outpatient bills, and maintains statistical control of all admissions for collection and billing purposes;

Directs implementation of the collection cycle under established policies and procedures, including determination of self-pay status or third party eligibility and coverage, preparation of third party forms regarding approval verification and pertinent data concerning pay and eligibility status, follow-up of collection cycle procedures, and maintenance of documentation flow for third party reimbursement;

Ensures the accurate and timely update of the insurance master by subordinate personnel;

Establishes and maintains unit liaison activities with admission, emergency and clinic department, nursing stations, medical record units, and other service departments concerning preparation, delivery, control of patients' charges and credit;

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;

Follows up directly with insurance carriers to facilitate resolution of severely past due accounts of high value;

Refers delinquent accounts to a collection agency or for write off and accumulates data regarding third party bad debt accounts;

Directs unit activities for the collection and control of cash receipts of patients' prepayments;

Ensures information flow to the electronic data processing unit in order to maintain updated systems and procedures and changes in rates, medical data, procedural changes and review of work activity in billing;

Develops, recommends and implements new procedures in various areas of patient account unit in order to improve effectiveness of office routines, investigatory procedures, and to ensure consistent customer service by facilitating timely responses to complaints;

Compiles and prepares statistics for managed care contract negotiations and participates in negotiations;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Directs and reviews scheduling of work and office routines including distribution of work and daily assignments;

Prepares and recommends personnel service and expenditure budgets for the division of Patient Accounts and Central Registration;

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

Effectively uses automated systems to perform work assignments;

Performs related duties as assigned.

FULL PERFORMANCE 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 electronic data processing principles in hospital financial management and their application to a patient accounting function; ability to 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; sound judgment; resourcefulness; integrity; initiative; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and eight years of administrative and supervisory experience in hospital billing and reimbursement 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 may be substituted on a year for year basis up to four years of the above stated 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.