PATIENT ACCOUNT MANAGER

DEFINITION
Under direction, coordinates and manages the daily activities of the Patient Accounts, Credit and Collections, Monterey County Medical Services Program (MCMSP), and Admitting units; ensures the timely and accurate gathering of statistical data and key patient information; ensures timely and accurate billing of accounts receivables and prompt follow-up of such accounts in order to maintain an acceptable level of days in receivables. Performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS
This class is the first level of management in the Patient Account Services unit, responsible for direct management of the daily activities of the Patient Accounts, Credit and Collections, Monterey County Medical Services Program (MCMSP), and/or Admitting units.

This class is distinguished from the next higher level of Patient Financial Services Director in that the latter administers, plans, directs and coordinates activities of the entire division. It is further distinguished from the next lower level of Patient Account Supervisor (or Senior Patient Account Rep) in that the latter assists in the supervision of the department, performing and monitoring the daily functions and activities of an assigned section.

EXAMPLES OF DUTIES
Nothing in this specification restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

1. Coordinates and manages the daily activities of the Patient Accounts, Credit and Collections, and MCMSP units, either directly or through subordinate supervisors and/or lead personnel
2. Ensures timely and accurate billing of accounts receivable, and prompt follow up of accounts; maintains an acceptable level of days in receivable; aggressively pursues and resolves outstanding patient balances
3. Analyzes departmental systems and procedures; develops and implements new policies and procedures to meet regulatory requirements and for departmental improvements
4. Reviews direct write-offs and monitors bad debt write-offs to ensure appropriateness
5. Ensure timely and accurate gathering of statistical data and key patient information
6. Manages staffing levels and work loads for effective and efficient workflow in all areas of the department
7. Works directly with patients, departments, physicians and outside providers and payers to ensure quality interactions as well as efficient processes
8. Assists patients with concerns and complaints and promotes good customer service with patients and staff
9. Hires, trains, evaluates and participates in disciplinary actions and grievance response to staff
10. Manages and maintains department operating budget
11. Prepares standard and ad-hoc reports, studies, correspondence and other documents as needed
12. Coordinates interdepartmental activities and training to assure all county, state, federal and special program charging and billing requirements are met

QUALIFICATIONS
A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

Knowledge and Skills:

Thorough knowledge of:
2. UB92 and 1500 Medical claim forms
3. Medicare, Medi-Cal, CHAMPUS, Workers compensation, Indigent, Blue Cross and Commercial Insurance billing and collections
4. APC, DRG and compliance regulations relating to inpatient and outpatient hospital settings
5. Principles and practices of effective management and supervision
6. Industry and technology trends as applied to patient account management

Working knowledge of:
1. Knowledge of mainframe and personal computers; familiar with various computer software (i.e. Excel, WordPerfect, Word) and produce hoc reports.
2. Principles and practices of contract review

Skill and Ability to:
1. Learn, use and adapt to new computer technologies, including changes to Meditech and other electronic medical records programs
2. Analyze accounts receivable, credit balances and audit accounts
3. Conduct interviews, appraise performance, counsel, motivate and train employees, prepare documentation and implement corrective and disciplinary measures
4. Establish and maintain effective working relationships developed during the course of work
5. Prepare and monitor department budget
6. Research information and data, analyze and evaluate information, systems, procedures and data, perform statistical analysis, document activities and develop recommendations
7. Establish, implement, enforce and maintain policies, procedures, systems and standards
8. Analyze and review contracts for departmental approval

REQUIRED CONDITIONS OF EMPLOYMENT
As a condition of employment, the incumbent will be required to:

Pass a pre-employment physical/medical assessment and background check

Working Conditions
During the course of work, incumbents at Natividad Medical Center may come in contact with infectious organisms and other potentially hazardous substances

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING
Any combination of training, education and/or experience which provides the knowledge, skills and abilities and required conditions of employment listed above is qualifying. An example of a way these requirements might be acquired is:

Education
Equivalent to a bachelor’s degree in Business or Public Administration, Accounting or a closely related field; and

Experience
Three years of increasingly responsible, professional work in a patient accounts department, including at least two years in a supervisory role

PHYSICAL AND SENSORY REQUIREMENTS
The physical and sensory abilities required for this classification include:

1. Mobility, flexibility, gross body coordination, and dexterity sufficient to work in a typical office environment, including ability to work extensively at a keyboard
2. Ability to sit and/or stand for long periods of time (meetings or at a computer)
3. Acute vision, visual color discrimination, hearing, voice, smell, and sense of touch typical for an office environment
4. Ability to speak clearly and with the volume required to carry on clear conversations in person, over the phone and at public events
5. Strength and ability to lift up to 25 pounds, such as file boxes

CLASS HISTORY

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CLASS DATA

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Prepared by: Gerta McClay, SPHR, IPMA-CP
Management Specialist

Approved by: Janine Bouyea, PHR
NMC Human Resources Administrator

/s/ Janine Bouyea 2/17/2010
Date