



Job Description

Performance Profile

Primary responsibilities have been included in this description. This does not preclude the assignment of occasional additional or developmental duties. The system reserves the right to modify this job description as needed to accurately reflect duties assigned. It is understood that the job responsibilities will be performed in accordance with established system, entity and departmental policies, procedures and goals as well as SIH mission, values and goals.

Job Description:

Job Family: Leader

Job Title: System Revenue Cycle Denial Manager-JC 1465

Effective Date: 08/18

Last Revised: 07/10

Transfer Eligibility: 2 year

Position Summary

- Responsible for directing, coordinating and planning the daily management of the Charge Description Master, Hospital and Medical Group Denial work queues, and the SIH Revenue Cycle Initiatives.

Principal Accountabilities

- Leadership Competencies: Business Acumen, Collaborates, Developing People, Focus on Results, Leading Effective Teams, Managing Change, Personal Leadership, and Strategic Thinking
- Standards of Performance: Respect, Integrity, Compassion, Collaboration, Stewardship, Accountability, Quality

Education

- Bachelor's Degree in Healthcare Administration, Finance, or related field
- 8 Years of Revenue Cycle Experience in lieu of degree

Licenses and Certification

- N/A

Experience and Skills

- Technical Experience: 5 years in Revenue Cycle or Finance Related Activities
- Supervisory Experience: 3 years supervising a minimum team of three
- Computer Proficiencies –Required to include Pivot tables and typing of 40 w.p.m.
- Communication Skills: Ability to effectively communicate to achieve desired outcomes

Physical Activities

- Intermittent hand manipulation required
- Intermittent lifting and carrying of 20-30 pounds which can be modified

Working Conditions

- Works in a heated, air-conditioned office with routine office noise. Operates a personal computer and general office equipment. Occasional exposure to moderate environmental variations and limited exposure to hazardous or potentially injurious elements or conditions.
- Extended periods of sitting and utilizing multiple computer screens

Population Specific Category of Patients Service

- N/A

Job Roles

- Safety
 - Manages processes effectively in regard to employee/patient safety.
- Record Keeping
 - Maintains all required records, reports, statistics, logs, files and other documents as required, including but not limited to payroll, schedules and status changes.
- Department Management
 - Maintains 24 hour accountability for department, making independent decisions to implement strategies and programs for patient focus.
 - Delegates authority and accountability to staff to ensure optimal outcomes and staff engagement.
 - Evaluates effectiveness of unit/department based programs and processes to ensure optimal outcomes.
- Process Improvement
 - Promotes a culture of process improvement by establishing unit/department based programs that supports the system's process improvement goals.
 - Actively participates on system-wide or hospital-based teams.
- Staffing
 - Manages the unit/department effectively in regards to staffing and staff supervision.
- Role Specific Responsibilities
 - Provide direction, management, and supervision of staff and System Leaders working with charge master and revenue cycle initiatives to drive desired outcomes.
 - Responsible for the functionality of the charge master by working with various clinical service line leaders, Finance, and Information Technology.
 - Responsible for approvals of all updates posted in the Electronic Charge Master Maintenance program.
 - Responsible for proactive charge follow-up and the timely resolution of multiple Epic work queues.
 - Responsible for conducting monthly Revenue Cycle and Denial Management meetings.
 - Serves as a Regulatory Researcher by reading, interpreting, and presenting changes in the Federal Regulations for both Hospital and Medical Group
 - Effectively motivates staff and Coordinators to perform at or above Key Performance Indicators for the System.