Job Title: Billing Office Supervisor  
Department: Billing Office  
Reports To: Revenue Cycle Manager  
Salary Level: $50,924-$66,747 Annually  
FLSA Status: Exempt  
Approved By: CEO  
Approved Date: October 20, 2022

SUMMARY: Management position responsible for directing and coordinating the overall functions of the medical billing office to ensure maximization of cash flow while improving patient, physician, and other customer relations. Requires strong supervisory, leadership, and business office skills, including critical thinking and the ability to produce and present detailed billing activity reports.

FUNCTIONS & RESPONSIBILITIES:

1. Supervises the patient billing, data entry clerks and collection personnel in the Billing Office.
2. Recommends controls to ensure appropriate submission, billing, and payment cycles.
3. Recommends appropriate procedures for follow-up on third-party approvals, billing, and collection of overdue accounts.
4. Ensures that accurate and timely billing is being done by staff members in accordance with established procedures and requirements.
5. Keeps current regarding all reimbursement billing procedures of and private insurance payors.
6. Implements appropriate billing and collection procedures, ensuring that the outpatient accounts receivable records are kept in accordance with established procedures.
7. Maintains appropriate internal controls over accounts receivable and cash receipt functions.
8. Supervises the outpatient charge posting, billing, and collection operation, advising supervisors on routine implementation and interpretation to ensure that all policies and procedures are being complied with.
10. Prepares and provides monthly reports on open accounts for review to the Revenue Cycle Manager.
11. Trains, schedules and evaluates the work of billing office personnel.
12. Ensures quality and appropriate trainings are provided to newly hired and existing billing through effective supervision and coordination of the training process.
13. Authorizes or disapproves extensions of credit, within administrative policy.
14. Collaborates with other departments concerning services rendered which affect the ability of KMC to collect charges and/or the willingness of patients to pay.
15. Participates in professional activities and maintains professional affiliations as appropriate.
16. Supervises the daily activities of the Billing Department through the establishment of goals and performance standards, monitoring of results, and regular staff meetings in order to achieve operating results consistent with Department and KMC goals.
17. Interprets and evaluates the impact of the Department and the appropriate response or strategy of the Department to the problems, changing conditions, and issues that confront the Department on an ongoing basis.
18. Recommends appropriate operational changes and coordinates procedural and systems changes as necessary.
19. Ensures that personnel policies are followed and consistency is attained through meetings with management, staff, participation in staff meetings, and review of evaluations and disciplinary documents.
20. Establishes annual and Department goals and objectives; establishes priorities, defines resource limitations, participates directly in various projects, monitors progress, and evaluates results.
21. Provides written management reports and regular staff meetings for the purpose of improving the performance of the Department and the services provided.
22. Provides for thorough follow-through and resolution of complaints or problems received from patients, staff, other departments, administration, or medical staff.
23. Follows up on individual complaints by analyzing trends through reports compiled by the Department and through ad hoc committees or meetings held to address current issues in order to improve the services provided.
24. Assists with annual expense budget, monitors results, and recommends changes as necessary to ensure that established limits are not exceeded.
25. Seeks methods to reduce costs throughout the Department; analyzes established priorities, and provides justification for new expense requests; develops an annual capital budget and coordinates projects as approved.
26. Must submit written monthly reports no later than 14 days after the end of the month to the Revenue Cycle Manager.
27. Must submit written goals and objectives long term and short term for each fiscal year to correspond to the annual budget preparation no later than May 1. Goals and Objectives should be consistent with Organization wide goals and objective; GPRA, State Review, HIPPA, the Indian Health Service RPMS survey, and Joint Commission survey preparation and compliance.
28. Must work with the Revenue Cycle Manager on the written budget and capital budget for each fiscal year that is due by May 1 which includes narratives for each line item.
29. Must provide a semi-annual and annual report to the Revenue Cycle Manager.
30. Must participate in appropriate committees; Performance Improvement, Managers Meetings, and Staff Meetings.
31. At the end of each calendar year must submit an annual report no later than January 30.
32. Must provide self audits of Department work with documentation of deficiencies and corrections.
33. Must provide customer satisfaction surveys if applicable.
34. Must report all concerns and issues at the department to the Revenue Cycle Manager for prompt necessary action.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises employees in the Billing Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, orientation and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
• Must complete employee evaluations and job descriptions updates by January 30 of each year. This is to include competency requirements and training plans. Submit to the Revenue Cycle Manager.
• Must provide Department Specific Orientation to all new staff during the first day of work. Orientation must address all aspects of Environment of Care. A signature sheet for documentation shall be completed.
• Must be responsible to make certain all staff are in compliance with CPR requirement, TB testing and immunization and any required certification.
• Must provide bi-weekly staff meetings for Department specific staff and ensure strong team building and protocol. Appropriate minutes of meetings must be kept and a copy must be provided to the Revenue Cycle Manager.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

BASIC REQUIRED ABILITY:

JOINT COMMISSION RESPONSIBILITIES: Responsible for helping to prepare, achieve, and maintain accreditation by the Joint Commission on Accreditation of Healthcare Organizations. By serving on the various performance improvement subcommittees individual employees are directly involved in the generation or modification of policies & procedures that enable KMC to provide continuously improving healthcare.

PUBLIC RELATIONS/ADVANCED INTERPERSONAL SKILLS: Addresses clients by name; smiles when talking to clients, physicians, peers, and families; answers the telephone courteously and promptly; identifies self and department when answering the telephone using pleasant voice tone/verbiage; possesses excellent listening skills; interacts with clients and peers.

COOPERATION: Must be a self-starter; seeks solutions; accepts constructive criticism; willing to adjust to changes; loyal to K’ima:w Medical Center.

PROFESSIONALISM: Shows pride in personal appearance and grooming; displays a positive attitude about work; respects the confidentiality of clients; and is congenial with public and peers.

INITIATIVE: Willing to participate in continuing education programs; asks questions; contributes during staff meetings; serves on K’ima:w Medical Center committees as appointed; demonstrates a desire for self improvement.

JOB SPECIFIC SKILLS & ABILITIES:

• Demonstrated ability to perform administrative/managerial functions, evaluate, modify, or develop new methods or revise standard methods based on the findings of investigations or similar duties.
• Demonstrated ability to prioritize responsibilities.
• Demonstrated knowledge of maintaining and managing files and records.
• Knowledge of grammar, spelling, punctuation and common technology.
• Proficient in Medical Terminology.
• Skill in operation of computer, calculator, and other office equipment.

**EDUCATION and/or EXPERIENCE:**

Bachelor’s degree (B.S.) in Business or related field from a four-year college or university and five (5) years experience in billing required; or

Equivalent combination of education and billing experience required.

Three (3) years of billing supervision experience required.

Employee must have attended a medical terminology course. In the event the employee has not attended a medical terminology course employee will obtain within 1 year of employment.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

• Certification desired in one of the following certifications: Certified Billing and Coding Specialist (CBCS); Certified Professional Coder (CPC); Certified in Health Compliance (CHC); Certified Revenue Cycle Representative Program (CRCP); Certified Healthcare Financial Professional (CHFP); Fellow American College of Healthcare Executives (FACHE); or Fellow of the Healthcare Financial Management Association (FHFMA). If the employee does not have certification; employee must obtain Certified Professional Coder (CPC) certification within 1 year of employment.

• Current CPR Certificate, or ability to obtain with 60 days of employment
• Valid California Drivers License

**LANGUAGE SKILLS:** Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

**MATHEMATICAL SKILLS:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITY:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
CONFIDENTIALITY: Employee must be aware of and adhere to Ki’ma:w Medical Center’s Confidentiality Policy and deal appropriately with patient confidentiality at all times.

CONDITIONS OF EMPLOYMENT: Employee is subject to baseline and random drug testing per the Hoopa Tribal Drug & Alcohol Fit for Duty Policy. Employee will serve a 90-day introductory period. Employee is subject to introductory and semiannual performance evaluations. Preference will be given to qualified Indian applicants pursuant to the Tribe’s TERO Ordinance.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Employee’s Signature                                  DATE
____________________________________________________

Chief Executive Officer’s Signature                     DATE
____________________________________________________

Human Resource Director’s Signature                     DATE
____________________________________________________

ANNUAL TRAINING REQUIREMENTS: At a minimum Employee is required to be certified for the following training: 1) Health Stream courses, and 2) CPR every two years.