

Medical Business Office Manager



JOB TITLE: MEDICAL BUSINESS OFFICE MANAGER
REPORTS TO: CHIEF FINANCIAL OFFICER (CFO)
TYPE: FULL TIME (SALARIED)

JOB SUMMARY / OVERVIEW

Responsible for managing, supervising and coordinating activities of the Business Office.

PRIMARY DUTIES

Supervises assigned personnel. Assists in training, orientation and performance evaluation. Oversees medical front desk, call center, patient accounts and billing/insurance departments.

Recommends merit increases, promoting and disciplinary actions

Plans, directs and supervise the daily operation of business support functions.

Assists the CFO in developing, implementing and revising departmental policies and procedures.

Oversees the current status of patient accounts and assists in identifying and resolving billing and processing problems.

Suggests credit and collection policies and assists in their implementations. Supervises the collection of delinquent accounts.

Analyzes billing processes and designs and recommends and implements methods for improvement. Prepare summary reports on new changes.

Assists with solving payment and business office problems, prepares audits on problem accounts.

Advises CFO of problems and concerns in the department.

Works on special assigned projects, compiles data and prepares reports.

Communicates with internal and external staff. Answers the telephone, screens calls and directs to proper source.

Attends required meetings and participates in committees as requested.

Performs miscellaneous job-related duties as assigned.

EDUCATION / QUALIFICATIONS

High school diploma

Some college preferred.

EXPERIENCE / KNOWLEDGE /SKILLS

- Minimum of three years of health care accounts receivable management preferred.
- Knowledge of basic accounting and management principles.
- Knowledge of computer accounting programs, spreadsheets and applications.
- Good leadership skills
- Excellent customer service skills and phone manner/etiquette
- Knowledge of medical terminology, coding and office procedures.
- Knowledge of third party and insurance procedures, regulations and billing requirement and administering budgets.

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- Skill in establishing and maintaining effective working relationship with other employees, patients, organizations and the public.
- Skills in developing, implementing and administering budgets.
- Ability to process patients and public billing inquiries
- Ability to identify, solve problems and correct errors.
- Ability to plan work flow and implement appropriate actions.

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 Work is performed in a busy office environment and requires both desk and counter work. There is frequent contact with employees and outside agencies. Continual patient contact may involve dealing with angry or upset people. Frequent mobility and/or sitting is required for extended periods of time. Need for manual dexterity for using a calculator and computer keyboard. Some bending and stooping required.

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BENEFITS

- Health Insurance including prescription coverage
- Dental Insurance
- Life Insurance
- Vision Insurance
- Flexible spending for out of pocket medical and dependent care
- 403 (b) Retirement Plan with match
- Paid Time Off (PTO)
- Employee Assistance Program
- Extended Illness Leave

This job description is not a complete list of all duties and responsibilities of this position.

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