Centennial Mental Health Center, Inc.

## Job Description

**Job Title:** Accounts Receivable Manager **Job Class:** Administration

**Reports to:** Chief Financial Officer **Grade:** 50

**Status:** Exempt

# POSITION SUMMARY

Responsible for managing the Accounts Receivable Department, including oversight of all Commercial Insurance, third party and Fee for Service Medicaid billing functions. Understands medical/behavioral health billing codes and procedures and ensures the Electronic Medical Record (EMR) is set up to accurately capture and bill procedure codes. Designs, executes, and ensures policies and procedures are adhered to, as well as fine tunes effective billing processes for improvement. Supervises Credentialing Specialist, Billing Specialist and Billing Processors. Acts with minimal supervision and oversight by the Chief Financial Officer (CFO), with emphasis on consultative and collegial interface

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Manages Medicare, Medicaid, Private Pay and Other 3rd Party contracts that are processed through the EMR.
2. Manages AR staff to ensure efficiency, accuracy and timeliness of the billings and collections.
3. Understands the insurance authorization and credentialing processes and ensures these functions are completed accurately and timely to maximize revenue.
4. Develops, monitors, and assesses business metrics in order to refine processes and improve efficiencies.
5. Resolves escalated reimbursement issues with Payers, internal staff, and systems for optimal management of accounts receivable.
6. Ensures maintenance of accurate billing records, communications, and documentation.
7. In conjunction with CFO, establishes and oversees processes to maximize Center revenues.
8. Works closely with local office managers to oversee and review front desk processes as they relate to client check-in and insurance/private pay set-up.
9. Conducts ongoing Medicare and Medicaid policies and procedures research and shares information with relevant staff.
10. Follow through with other staff and systems to ensure accuracy and corporate compliance in billings, collections and service event entry.
11. Interacts with and maintains relationships with payers to resolve billing and claims payment disputes and issues.
12. Establishes and maintains effective, collaborative working relationships with Center employees and outside agencies with which the Center is involved.
13. Establishes, modifies, documents, and coordinates implementation of accounts receivable related procedures.
14. Coordinates completion of monthly/quarterly/year-end tasks related to accounts receivable functions.
15. Provides oversight to ensure all AR responsibilities are completed accurately, legibly and within established timelines.
16. Seeks out new and more effective ways for billing and collections to ensure continuous process improvements.
17. Performs other job duties as assigned.

## JOB REQUIREMENTS

# EDUCATION

Bachelor's degree (BA) from a four-year college or university in accounting, business administration, computer science or a related field **OR** evidence of equivalent combination of education and experience.

**EXPERIENCE**

Minimum of five years’ experience with medical/behavioral health billing staff and coding. Minimum of two year using an EMR.

**ABILITIES, KNOWLEDGE, SKILLS**

In-depth knowledge of medical terminology, insurance codes, and medical claims billing standards. Knowledge of billing software programs and EDI processes. Ability to handle responsibilities independently with a certain degree of resourcefulness and creativity and a minimum of supervision. Knowledge of financial reporting and data mining tools. Strong demonstrated use of Excel, Word and Adobe. Ability to train others in department/organization on AR software**.** Demonstrate a commitment to continuous skill development to competently serve individuals from diverse cultures and backgrounds.

I have read this copy of my job description, discussed it with my supervisor, and understand my responsibilities.

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Employee Signature Date

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Administrative Supervisor Date