



Elbowoods Memorial Health Care Centers

1058 College Drive
New Town, ND 58763-4400
(701) 627-2809

POSITION DESCRIPTION

POSITION: Business Office Manager
RESPONSIBLE TO: Administrative Officer
SALARY: Starting salary will be determined by funding, experience and training level.
CLASSIFICATION: Management, Regular, Full-time
LOCATION: Elbowoods Memorial Health Center

POSITION SUMMARY: The purpose of the position is to manage, evaluate, analyze and provide Business Office functions that include Alternate Resources Programs (Medicaid, Medicare and other third party resources). The incumbent is to provide oversight of a comprehensive health resource program. Assure an efficient and timely system of billing and collection of Third Party Alternate resources, patient eligibility determination, resources patient management, and training.

RESPONSIBILITIES AND DUTIES:

1. Directs the activities of the Business Office Program including long and short range planning, evaluation and analysis, and projection of future requirements.
2. Establishes and maintains a working relationship with Medicare and Medicaid intermediaries, state and federal agencies, area employers and private insurance companies.
3. Supervises and coordinates the functions and staff of the Business Office that include Billing Analyst, Billing Specialist, Account Receivable specialist, Patient Claims Recovery, Credentialing Technician, Billing Assistant and Patient Accounts Data Entry.
4. Provide technical assistance to management, medical providers, patients and other facility personnel regarding the work and mission of the Business office.
5. Development of the processes to include insurance verification and pre-certification, billing and collection processes for the posting of payments and contractual agreements.
6. Troubleshoots and resolves registration, billing and denial issues which negatively impact clean claims on initial billing.
7. Initiates identified revenue cycle improvements.
8. Regularly reviews patient eligibility database Medicaid, Medicare, insurance companies and other alternate health resources.
9. Communicates appropriately to patients, health care providers, and co-workers. Effectively communicates with other programs, third party payers, contractors and software vendors in order to ensure a functional program.
10. Assists patients with billing and accounts problems not resolvable through the initial channels.
11. Maintains a cost-effective program that ensures the highest possible cash flow, while minimizing delinquent accounts.
12. Updates and maintains Charge Master.
13. Compiles, maintains and submits reports and data within required deadlines. Responsible for generating, compiling and submitting program end of month reports last business day each month, and other necessary

reports within deadline timeframes. Develops annual, monthly and statistical reports for administration as well as Three Affiliated Tribes.

14. Establishes, audits and evaluates outsourced billing, posting and collection operations for all patient accounts for Hospital, Dental, Pharmacy, and Behavioral Health.
15. Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPPA regulations.
16. Continuing education to stay informed of statutes and regulations regarding all insurances and the Marketplace National Healthcare systems.
17. Is considered a working supervisor with the ability to perform all duties within the Business Office Department.
18. Perform other duties as assigned.

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

1. High School Diploma, GED and minimum of seven years of Business Office experience **REQUIRED**. *Must submit copy of degree or transcripts with application.*
2. Experience training and leading staff.
3. Efficient organizational skill and successful completion of tasks under continuing pressure, to meet the deadlines.
4. Must be able to interact positively with co-workers and employees and follow instructions, and handle sensitive situations with tact.
5. Ability to interact with patients and members of the public with patience, courtesy and professionalism on all communication levels. In addition must have the ability to instill confidence and reliability in the Patient Services Department with patient's Health Insurance needs.
6. Working knowledge of medical terminology and procedure codes to communicate with patients, health care providers and insurance companies regarding a patient's insurance correspondence.
7. Knowledge of health care insurance systems; ND Medicaid, Medicare and Blue Cross Blue Shield in addition all other insurers and including the ability to assist with the Marketplace National Health Insurance Program.
8. Knowledge and experience with billing and accounts receivable systems.
9. Familiarity with IDC, CPT, HCPC, and state coding rules, regulations and laws are required. Excellent communication skills required.
10. Computer and equipment knowledge and proficiency, **REQUIRED**.
11. Ability to handle routine tasks daily.
12. Must be responsible, dependable, and punctual.
13. Must be able to maintain confidentiality of information, **REQUIRED**.
14. Must have an acceptable motor vehicle record. A copy of driver's license and verification of driver's record from the North Dakota Department of Motor Vehicle, **REQUIRED**.
15. Must submit and clear Criminal Records Background Check, **REQUIRED**.
16. Must submit to an Alcohol/drug screen and random testing per policy, **REQUIRED**.
17. Indian Preference will apply. *Must submit documentation with application to qualify for Indian Preference.*
18. Veterans Preference will apply. *Must submit documentation with application to qualify for Veterans Preference.*

PHYSICAL DEMANDS/WORK CONDITIONS:

1. The work requires regular and recurrent standing to perform tasks, walking between the different sections of the facilities, and reaching and bending to obtain supplies and operate systems.

SUPERVISORY REQUIREMENTS:

1. The requirement for managing of others exists.

WORKING CONDITIONS:

1. Work is performed in an office environment with varying conditions of noise level, temperature, and illumination.
2. Requires prolonged sitting.
3. Occasionally lifts up to 25 pounds of materials.
4. Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
5. Work situations may be stressful and require irregular hours.
6. Travel required.
7. Potential exposure to blood and other hazardous material, communicable disease, and other conditions common in a health care environment.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR THREE AFFILIATED TRIBES HEALTH CARE CENTER POSITIONS.

Housing units are subject to availability there are not relocation assistance funds.

APPLICATION PROCEDURE

Submit a Three Affiliated Tribes; Application for employment with all requirements and supporting documentation to:

Elbowoods Memorial Health Center
Attn: Chief Executive Officer and/or Human Resource Dept.
1058 College Drive
New Town, ND 58763

Please Note: If requirements are not met, i.e. submissions of resume in lieu of a Three Affiliated Tribes Health Care Center application, or not including a required certification or document, your application will not be reviewed and will be disqualified.

Indian Preference will Apply: In accordance with Three Affiliated Tribes Health Care Center policy, priority in selection will be given to qualified applicants who provide proof of eligibility for “Indian Preference”.

Veterans Preference will Apply: In accordance with Three Affiliated Tribes Health Care Center policy, priority in selection will be given to qualified applicants who provide proof of eligibility for “Veteran’s Preference”.

Applications will not be returned.