



Creating and Inspiring Healthier Lives.

Position Title:	Revenue Cycle Manager
Department:	Revenue Cycle
Supervisor:	Vice President of Finance and Operations
Supervisory Responsibilities:	Billing/Coding, Medical Records
FLSA Status:	Exempt

Summary:

The Revenue Cycle Manager, under the direction of the VP of Finance and Operations, provides leadership to ensure an efficient and effective revenue cycle. Oversees Billing/Coding and Health Information Management departments to ensure effective and efficient billing processes, efficient coding, and billing processes. Works to identify revenue cycle metrics to track quality and performance. Develops policies and procedures in accordance with organizational objectives to ensure effective revenue cycle processes. Generates weekly, monthly quarterly, and annual reports in support of audits, cost reports, grant needs, revenue integrity and other management needs. The Revenue Cycle Manager identifies opportunities and needs relating to fiscal and operational functions and develops and implements the necessary and appropriate processes and programs to ensure an effective revenue cycle and positive and consistent cash flow for the organization. This position also has broad responsibility in the general management, administration and implementation of ongoing activities related to the Fluence program and will make policy development recommendations related to financial and banking regulations and compliance requirements. The work is performed in accordance with established standards and practices of the medical profession, state, and federal law and Alluvion Health policies and procedures. This position requires regular travel.

All employees will exhibit the following behavioral traits:

Integrity and Trust

Individual is widely trusted and can present information and discuss situations in an appropriate and helpful manner, keeps confidences, admits mistakes, does not misrepresent him/herself for personal gain. Is respectful in action and communication with clients, patients, and staff.

Mission Integration

Adheres to the organization's mission during times of ease or challenge, is dedicated to the expectations and requirements of the mission and vision, acts in line with the values identified by Alluvion Health.

Team Relations

Understands and supports the team approach and integrated model of Alluvion Health. Is seen as a collaborator, cooperative and supportive of his/her coworkers, practices what he/she preaches. Can be candid with peers and fosters open dialogue. Creates a feeling of belonging on the team and holds self and team accountable to those behaviors.

Essential Job Responsibilities:

1. Work with project partners to develop financial education program protocols and procedure;
2. Provide routine and on demand analysis of revenues, payer mix, procedure mix, patient mix and financial projections;
3. Policy and procedure development, standardization, interpretation, implementation, and management;
4. Trend analysis of contract guidelines and state of the industry as it relates to business goals;
5. Identify Revenue Cycle metric improvements that translate to more efficient process opportunities;
6. Revenue Cycle Team Strategic Leadership: Sliding Fee Discount Program management, Patient Access, HIM, Coding, Business Office Denial Management, Bad Debt management;
7. Coordination of action-oriented activities around best practice metrics and cash acceleration;
8. Development of staff to ensure high quality service and care for patients, physicians, and internal clients;
9. Influential oversight and motivational staff management for exceptional problem solving at all points in the process;
10. Business Management: Annual Cost Reporting, Charge Master Audits, Revenue Integrity, Coding Audits, POS improvements;
11. Develops and executes Fluence training program for all staff on-site and at partner agencies;
12. Works with CDFI partner to develop loan program, financial reports, and financial information necessary for the Fluence program;
13. In conjunction with leadership, seeks to improve and implement the strategic plan for finance and operations;
14. Ensures compliance with all state and federal financial regulations;
15. Works collaboratively with the Executive Team, Medical Director, Dental Director, and Clinic Manager(s) to oversee daily operations of the program in conjunction with appropriate staff;
16. Works directly with patients to complete intake, assessments and applications as appropriate for participation in the Fluence program;
17. Works collaboratively with Alluvion Health's Leadership Team to ensure compliance with Health Resources and Services Administration Section 330 Grant Funding (HRSA) requirements and reporting; including Uniform Data System (UDS), budget period renewals, audits, Federal Financial Report (FFR) and any other submissions required for compliance;
18. Provides leadership, training and guidance to patient advocates, care managers and other staff in support of programs and revenue cycle;
19. In conjunction with the VP of Finance and Operations, provides financial and operational reports for Alluvion Health regarding the activities of the Fluence program;

20. Provides training and orientation to new staff within the first week of hire regarding the Fluence program;
21. Works closely with the Executive Team, Medical Director, Dental Director, and Clinic Manager to ensure alignment with Alluvion Health's goals and objectives;
22. Prepares monthly dashboard reports regarding progress and performance of revenue cycle metrics for presentation during Alluvion Health's monthly Quality and Finance Committee Meetings;
23. Oversees routine duties that provide efficient management of revenue cycle operations on a daily, monthly, and annual basis;
24. Performs duties with accuracy and punctuality;
25. Utilizes data and reports to formulate and implement changes in operations to respond to the health care needs of the community;
26. Assists in preparing grants to expand funding opportunities;
27. In partnership with the Executive Team, explores and implements opportunities to expand services to reach a wider demographic while meeting the HRSA requirements and maintaining financial solvency;
28. Leads meetings, trainings, committees, and work groups as needed;
29. Responsible for completing various special projects/events, which may require reviewing and analyzing information, identifying problems, recommending solutions, and writing reports.
30. Performs a variety of other duties as assigned, which may include but are not limited to: directing or participating in special projects and events, conducting research, representing Alluvion Health at meetings and conferences, and attending continuing education and training events.

Knowledge, Skills, and Abilities:

Knowledge and understanding of:

- State of Montana's budgeting, accounting policies and regulations;
- Principles and procedures of governmental accounting and budgeting;
- Federal grant regulations pertaining to Community Health Care Centers;
- Credit builder loan products;
- Financial education and training practices;
- Safety policies, procedures, and practices.

Skills in:

- Increasing efficiency of collections while maintaining excellent customer service;
- Implementing quality improvement measures that result in measurable impacts on accounts receivable;
- Information management technology/HIT;
- Working independently and being initiative-taking while performing job requirements;
- Time management and organization;
- Computer use to manage data to meet essential job requirements;
- Intermediate to advanced skills in Microsoft Excel, Word, Outlook, Windows, Internet;
- Customer service.

Ability to:

- Perform computations accurately and quickly;
- Prepare well-organized and accurate spreadsheets;

- Proficiently operate a computer to complete required job duties;
- Be detail oriented;
- Observe established lines of authority;
- Follow verbal and written instructions;
- Maintain confidentiality and compliance with HIPAA privacy and security rules;
- Adhere to HIPAA standards for protection of health information and adhere to strict standards of confidentiality;
- Communicate in a professional and effective manner with others both orally and in writing;
- Demonstrate punctuality and observe work hours;
- • Identify problems that adversely affect the organization and its functions and offer positive suggestions for improvements;
- Exercise sound judgment and decision-making skills within established standards, policies, and procedures;
- Accept responsibility and be self-motivated;
- Interact with the public or other employees in a professional, respectful, and courteous manner;
- Interact with challenging individuals and display sound judgment under stressful situations;
- Deal with frequent change, delays and or unexpected events;
- Work independently and plan projects;
- Learn and operate Alluvion Health's Electronic Health Records.

Education/Training/Qualifications:

Education/Training

- Bachelor's Degree in finance, business, accounting, or closely related field **with** two (2) years of experience in a health care financial environment;
- **Or** any equivalent combination of experience and education relevant to the position totaling four (4) years that include experience in program development.

Certifications

- Must possess a valid driver's license issued by the State of Montana.

Language Skills:

Fluent in the English language. Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints.

Physical Requirements:

- 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.
- The employee is regularly required to sit and use hands and fingers to provide care to patients and operate computer;
- Frequently is required to reach with hands and arms;
- Must occasionally lift and/or move up to forty pounds while transporting equipment and supplies;
- Specific vision abilities required by this job include close vision and looking into monitors for extended periods of time and ability to adjust focus which permits the employee to perform computer procedures, and to produce and review a wide variety of documents, correspondence, reports, and related materials in both electronic and printed form;
- Clarity of speech and hearing that permits the employee to communicate well with others;
- Mobility that permits the employee to move about in a variety of building settings; Personal mobility that permits the employee to enter, operate and exit motor vehicles and travel to other clinic sites.

Working Conditions:

- Work indoors in climate-controlled environment 95% of the time.
- OSHA Exposure Category #2 (*The normal work routine involves no exposure to blood, body fluids, or tissues, but exposure or potential exposure may be required as a condition of employment.*)

Work Hours:

- Full-time, Exempt. Typically, a 40-hour workweek.

Comments:

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities, and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.

Employee Signature

Date

Immediate Supervisor

Date

Human Resources Signature

Date