

	<p>Revenue Cycle Manager Job Description</p>
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<b>Job Title:</b> Revenue Cycle Manager	<b>Reports To:</b> Controller
<b>Department:</b> Finance	<b>Position Number:</b>
<b>FLSA:</b> Exempt_X__ Non-Exempt____	<b>Employment Type:</b> FT_X__ PT__TEMP__

**MISSION STATEMENT:** Clínica Tepeyac’s Mission is to provide culturally competent health care and preventive health services for the medically underserved.

Now in its 23<sup>rd</sup> year, Clínica Tepeyac is a community health center providing integrated physical and behavioral health care to almost 5,000 individuals from across the Denver metro area annually. Clínica Tepeyac has distinguished itself as a dynamic organization dedicated to eliminating health disparities, with a particular strength serving Latino and immigrant communities. Clínica Tepeyac maintains an unwavering commitment to high quality patient care and continual quality improvement, and to treating each patient with the highest level of respect and compassion. Clínica Tepeyac is actively pursuing a strategic vision to more than double patient visit capacity, with the addition of pharmacy and dental services in the next 3-5 years.

**JOB SUMMARY:**

**A. MINIMUM QUALIFICATIONS:**

1. **Education:** Bachelor’s degree in accounting, MBA Preferred
2. **Experience:** Two to Five Years of Revenue Cycle Management Experience is Required
3. **Language:** Bilingual in Spanish is preferred, but not required
4. **Certification/Licensure/Registration:** Valid Driver’s License.
5. **Ideal Candidate:** Will have strong initiative and the passion to advocate and provide healthcare to the underserved.
6. **This Position id fully grant-funded** and contingent upon continued funding.

**B. ESSENTIAL DUTIES & RESPONSIBILITIES:**

1. Lead the medical, behavioral health, and dental revenue cycle team and collection for all patient encounters from claim submission through to collection to manage accounts receivable to maximize revenue collected.

2. Direct staff to ensure that accurate submission of all claims and timely collections occur in accordance with all third-party contract terms including, Medicaid, Medicare, managed care, commercial insurance, and direct patient pay.
3. Monitor coding of visits, identify opportunities for quality improvement and implement/secure training as needed.
4. Ensure that unprocessed claims and denials are reviewed, reworked, and resubmitted to ensure revenue maximization.
5. Assure maximization of cash collections through diligent and timely monitoring of all open accounts receivable balances.
6. Prepare detailed analyses and reports of billing and accounts receivable activity and results, including performance matrixes, bad debt expense and AR days outstanding.

**Knowledge, Skills & Abilities:**

- **Knowledge, Skills and Abilities –**
  - Ability to execute work plans independently and with flexibility
  - Ability to multitask, prioritize work and meet deadlines.
  - Creative and positive approach to communication and problem solving.
- **Respect-** Values culturally competent approach to working with low income and ethnic minority communities is a must.
- **Teamwork –** Contributes to building a positive team spirit; puts success of the team above own interest; supports everyone’s efforts to succeed; must be able to work well in multidisciplinary team settings
- **Customer Service –** Strong customer service skills exhibited in excellent, unbiased and culturally appropriate customer service to patients and the community; ability to handle difficult and angry people constructively; savvy enough to interact with physicians and clients
- **Interpersonal Skills –** Must have excellent written and verbal communications skills and presentation skills; focuses on solving conflict in cooperative manner, not blame; keeps emotions under control
- **Cost and Time Consciousness –** Must know how to manage time and prioritize activities
- **Diversity –** Shows respect and sensitivity for cultural diversity
- **Ethics and Professionalism –** Treats people with respect and consideration regardless of their status or position and is accountable for own actions
- **Organizational Support –** Follows policies and procedures established by Clinica Tepeyac; visible to staff, offering support and modeling service behaviors and concern resolution process
- **Safety, Confidentiality and Security –** Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly. Maintain a secure and trusting environment as required by the Health Insurance Portability and Accountability Act (HIPAA).
- **Attendance/Punctuality –** Is consistently at work and on time, which is predetermined between the employee and the person(s) he/she reports to.
- **Engagement –** Required to attend and participate in two organizational fundraiser events per year.

**Supervision:** None

**PHYSICAL AND MENTAL REQUIREMENTS:**

Physical and Mental Requirements: Place the appropriate "Amount of Time" code for each of the following: 0 = None;            1 = less than 1/3;            2 = 1/3 to 2/3;            and 3 = more than 2/3			
<b>PHYSICAL:</b> 1 Lifting < 10 lbs. - Light 1 Lifting 10 - 20 lbs. - Light-Med 0 Lifting 21 – 40 lbs. - Medium 0 Lifting 41 – 80 lbs.- Med Heavy 0 Lifting 81 – 120 lbs. - Heavy 0 Lifting > 120 lbs. – Very Heavy 0 Pushing/Pulling < 20lbs 0 Push/Pull 20 – 50 lbs.  Other: Describe:	<b>ACTIVITIES:</b> 2 Sitting 2 Standing 1 Bending 0 Kneeling 0 Squatting 1 Walking (Distance) 2 Climbing (Steps, etc.) 1 Reaching (overhead, extensive, repetitive)	<b>MENTAL/SENSORY:</b> 3 Strong Recall 3 Reasoning 3 Problem Solving 3 Hearing 3 Seeing/Sight 3 Talk/Speak Clearly 3 Write legibly 3 Reading 3 Concentration 3 Logical Thinking	<b>EMOTIONAL:</b> 3 Fast pace environment 2 Steady pace 3 Able to handle multiple priorities 3 Frequent & intense customer interactions 3 Able to adapt to frequent change 3 Works under deadlines 3 Process complex info 3 Works as part of a team

**ENVIRONMENTAL REQUIREMENTS:**

Environmental Requirements: Place the appropriate "Amount of Time" code for each of the following: 0 = None;            1 = less than 1/3;            2 = 1/3 to 2/3;            and 3 = more than 2/3		
0 Blood and body fluids 0 Biohazards (e.g., bacteria, funguses, viruses) 0 Radiation (ionizing, laser, microwave) 0 Toxins, cytotoxins, poisonous substances 0 Chemicals 0 Hazardous materials other than blood and body fluids 1 Communicable disease 1 Combative situations	1 Working Outdoors 0 Hot, cold, wet surroundings 0 Dust, fumes, gases, mist, powders 0 Loud or unpleasant noises 0 Electrical hazards 0 Grease and oil 0 Vibration 0 Heights 0 Moving mechanical parts 0 Wear protective clothing/equipment 0 Use hand or power tools 0 Operate vehicles/machinery	<b>DAILY ACTIVITIES?</b> 3 Continuous keyboard use >2 hrs or intermittent keyboard use > 4 hrs 0 Performance of same motion/ motion pattern every few seconds greater than 2 hours at a time 0 Vibrating or impact tools/ equipment greater than a total of 2 hrs 0 Forceful hand exertions greater than a total of 2 hours
Type of protective clothing, equipment, hand or power tools, vehicles and machinery used:		

*The above statements are intended to describe the general nature and level of work being performed by an employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

This position description has been reviewed with me and I fully understand and agree to the above.

Employee Signature

Date