

 Oroville Hospital	<b>Job Description for  Director of Patient  Financial Services</b>	Department:	<b>Patient Accounting</b>
		Dept. #:	<b>8530</b>
		Last Updated:	<b>01/31/2011</b>

### **Reports To**

Chief Financial Officer

### **Job Summary**

Responsible for directing Patient Financial Services to include, Billing, Collections, Customer services, Cash posting, Denial Management and Budget preparation. Coordinate the daily activities related to the planning, implementing and maintaining all functions pertinent to the Patient Financial Service areas. Responsible for continued improvement in staff through education, training and positive enforcement of appropriate working practices. Must be able to meet performance goals to include, cash, A/R days, production by area, and denial reduction. The Director is responsible for monitoring changes in the healthcare industry impacting the billing and collection efforts of the Health System. Five years of progressive experience in healthcare industry with emphasis in billing, collections, managed care processes and compliance. Three years of director level experience in Patient Financial Services.

### **Primary Duties**

- Establishes internal controls to ensure timely and accurate billing to third party carriers.
- Maintains days in accounts receivable at below industry standards
- Monitors daily cash flow
- Prepares statistical, analytical and management reports as requested by CFO
- Strong commitment to formalized orientation and training of staff on an on-going basis
- Management of all external billing services

### **Requirements**

- Bachelor's degree in business administration or related field.
- Thorough knowledge of hospital/physician admission, registration, billing, and collection procedures.
- Extensive analytical skills and ability to meet deadlines.
- Knowledge of third party requirements, Medicare/Medicaid regulations, and electronic filing of claims.
- Excellent customer service skills required to deal with internal and external customers, departments and facilities, associates and physicians, various committees, vendors and governmental agencies.

Title:	<b>Business Office: Director of Patient Financial Services</b>	<b>January 31, 2011</b>	Page 2 of 2
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- Decision making and analytical skills in order to independently perform most work activities, utilizing guidelines and policies as standards of performance.
- Proficiency in the use of Windows-based PC skills and computer required. Knowledge of insurance programs and requirements.

### **Lifting Requirements**

Sedentary-generally not lifting more than 10lbs maximum and occasionally lifting and/or carrying such articles as ledgers, files and small items