

# Job Summary – Manager, Patient Financial Access

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**Family:** Financial

**Grade:** Above Grade 12

**Department:** Patient Financial Access

**Last Updated:** Wednesday, July 14, 2010

## Job Information

### Job Summary

Direct, supervise, and plan the operations of the department. Resolve unusual and non-routine inquiries to ensure proper patient access, satisfaction, collection upon admission, hospital stay and discharge, including insurance carrier, credentialing, and verification. Lead new business development.

Support the mission and vision of the American University of Beirut Medical Center (AUBMC) and that of the Department.

### Essential Functions / Task Groups

#### *Functional / Technical Responsibilities*

- Develop reimbursement strategies, sophisticated contract performance modeling. Review and analyze rates and financial terms and prepare reimbursement proposals, working closely with Billing and Receivables Department
- Lead centralized front-end revenue cycle processes including insurance carrier credentialing, claims processing, registration, and insurance verification
- Lead the new business development effort and establish direct billing arrangements with third party private and governmental payers
- Establish and implement a system for the collection of delinquent patient accounts. Review the follow-up performed by subordinates on inpatients with due balance and/or due coverage
- Verify that all discrepancies are dealt within a proper manner and that the root cause is identified while working with internal and external parties to resolve issues
- Authorize refunds to patients or parents after reviewing the nature and reason of the refund

#### *Office Management Responsibilities*

- Develop and recommend policies, procedures, goals, objectives, patient satisfaction initiatives, and system enhancements in conjunction with organizational strategic goals and initiatives
- Direct, mentor, and lead team members to produce outcomes
- Monitor and coordinate the daily activities of the department including processing of patient collections and timely resolution of inquiries from third party guarantors and self payers
- Take the lead and contribute to process improvement projects, internal initiatives, and cross department initiatives
- Perform other related duties as required

#### *Client Relations Responsibilities*

- Resolve unusual and non-routine inquiries to ensure proper collection upon admission, hospital stay, and discharge of patients. Negotiate with patient and/or family who exhaust personal recourses and/or third party coverage during hospital stay. Solve problems between in-house patients and third parties concerning coverage. Interview patients or responsible individuals to arrange methods of payments
- Responsible for ensuring that excellent customer service is delivered to all internal/external customers at all times and that staff provides effective customer service
- Build strong positive relationships with insurance companies and key individuals to influence methods of payment

### Critical Competencies

Accountability, Business Acumen, Financial Management, Problem Solving, Client Focus, Communication Skills, Professionalism, Computer Skills, Developing Others, English Comprehension, Human Resources Management, Information & Records Administration, Initiative, Organizational Awareness, Planning and Organizing, Quality Management, Resource Management, Team Skills, Safety & Health Management.

## **KNOWLEDGE / KNOW-HOW**

### ***Knowledge:***

Proficient knowledge of hospital based patient access

### ***Education:***

Minimum Education: Bachelor's degree in Business Administration

Preferred Education: MBA

### ***Experience:***

Minimum Experience: 7 years of experience in a related field preferably with governmental and commercial payer, insurance, payment rules

### ***Languages:***

Minimum Languages: Arabic and English (EEE score  $\geq$  500)

### ***Computer Skills:***

Proficient in Microsoft Office, including Excel and Word and any required software

## **IMPACT OF ACTIONS/DECISIONS**

Lack of performance monitoring could lead to decrease in patient satisfaction and it could also affect the enhancement of patient access

## **JOB STRUCTURE**

Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

## **MANAGERIAL / SUPERVISORY RESPONSIBILITY**

2 Senior Collection Officers and 2 Collection Officers

### **Job Characteristics:**

***Physical Effort:*** Little or no Physical Effort

***Work Schedule:*** Regular weekdays

***Working Conditions:*** Normal