



**Business Office Supervisor
JOB DESCRIPTION**

Position Title:	Business Office Supervisor	Exemption Status:	Non-Exempt
Job Classification:		Job Code:	GS 21
Department:	Business Office		
Reports to:	Director of Business Office		
Last Update:	July 29, 2016		

Job Summary

Under general supervision, is responsible for representing Roosevelt General Hospital (RGH) as an exemplary hospital in the region. Leading the Hospital District's registration and billing, Ambassador Program; the Business Office Supervisor will be responsible for training all new ambassadors, for ensuring compliance with essential functions and remediation if needed. The Business Office Supervisor will help grow the Ambassador program throughout the hospital. The Business Office Supervisor should hold the standards set for the Ambassador program to the highest standard and be a mentor for new and existing employees. All applicable duties and job summary for the Ambassadors will apply to this position as well.

Ambassadors will be the embodiment of the hospital's mission, vision and values. They will greet patients, families and guests upon arrival and assist them in navigating through all aspects of their visit. The candidate will initiate all aspects of the department processes; obtain and verify accurate identification and demographical data for the patient's permanent medical record and billing. The Business Office Supervisor will be responsible for training, motivating and encouraging ambassadors with assisting patients to obtain comprehensive information to protect the patient's well-being and the financial interest of the institution.

Essential Functions:

- Promote the mission, vision, and values of the organization
- Supervise and serve as mentor for RGH Ambassadors
- Assist with hiring process
- Train and evaluate Ambassadors in all areas of the business office
- Prepare work schedule for Ambassadors
- Structure and maintain call schedules
- Cross train Ambassadors to be able to work in all areas of the business office
- Monitor ambassador performances in data collection as well as monetary collections at the point of service
- Conduct follow up on patient concerns and report to Business Office Director of any findings
- Promote effective intradepartmental relationships
- Obtain administrative rights for all systems up keep (i.e. Allscripts, Paragon, etc.)
- Troubleshooting and problem solving on day to day operations within the business office
- Assist in all areas of the business office to ensure patients information is completed efficiently and accurately, obtaining appropriate signatures, completing all required forms and providing patient information as required by state and federal regulations and departmental guidelines.
- Be able to visit patients in their room to complete or validate information, as necessary
- Assure that the collection of deposits and co-pays when applicable

- Enters relevant information into computer system
- Assists patients with payment arrangements
- Assists patients with questions concerning their insurance coverage
- Assists in clinic and hospital billing functions, referrals, and medical records, as necessary
- Advises self-pay patients of their medical options available in the community for future follow-up care
- Explains clinic and hospital regulations, such as visiting hours, payment of accounts, charges, etc.
- Participates in data gathering for financial reporting

Non-Essential Functions

- Perform other duties as assigned

Professional Requirements

- Maintain patient confidentiality at all times
- Maintain professional uniformed attire provided by RGH
- Complete continued education/training requirements
- Report to work on time and as scheduled
- Wear identification while on duty
- Maintain regulatory requirements, including all state, federal and local regulations
- Represent the organization in a positive and professional manner at all times
- Comply with all organizational policies and standards regarding ethical business practices
- Communicate the mission, ethics and goals of the organization
- Participate in performance improvement and continuous quality improvement activities
- Must have full-time availability and be able to work a flexible schedule, including nights, weekends and holidays.
- Attend monthly staff meetings

Qualifications

- High school graduate or equivalent
- 3 to 5 years of healthcare business functions experience
- No active formal counseling.
- Medical terminology knowledge preferred.
- Intermediate computer knowledge
- Typing speed: minimum 40 wpm, computer knowledge
- Spanish speaking is preferred
- Previous supervisory experience preferred.
- Experience in interviewing and selection of staff is preferred.
- Knowledge of CPT / ICD 10- coding helpful.

Knowledge, Skills, and Abilities

- Must have an enthusiastic and positive attitude
- Possess a genuine desire to help RGH become an exemplary hospital in the surrounding community and the state
- Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize duties/tasks
- Ability to initiate communication with patients, their families and hospital visitors
- Must have excellent customer service and communication skills with the ability to effectively calm patients and be able to deal with distressed and/or agitated patients and their families
- Must have a professional demeanor and excellent public relations skills
- Willingness to develop or improve public speaking skills
- Knowledge of medical insurances (Medicare, HMO's, PPO's, commercial), EMTALA regulations, hospital billing and collection process
- Must have excellent written skills with knowledge of medical terminology
- Ability to motivate people
- Must be dependable and on time
- Possess good 'people skills' for building relationships with colleagues at all levels
- Ability to plan and prioritize your own work and other people's

Physical Requirements and Environmental Conditions

- Work is performed during regular work hours, but may require overtime and/or weekend hours to meet deadlines
- Work in varying degrees of temperature (heated or air conditioned)
- Work under extreme pressures
- Position requires sitting for approximately 4-6 hours per day and walking for 2 hours per day
- Position requires light to moderate work with 50 pounds maximum weight to lift and carry
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing

General Sign-off

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

Employee's Signature

Date