

**SHAWNEE COUNTY, KANSAS**  
**Position Description**  
**Medical Accounts Receivable Manager**

**POSITION NUMBER: HA1186D**

**FLSA STATUS: N**

**POSITION DESCRIPTION**

Under limited supervision, this position is responsible for the planning and direction for the medical billing functions for the Shawnee County Health Department. This position is responsible for the supervision and staff development of the Account Clerk position under the Billing Office. This position is responsible for interpreting statutes, regulations, grants, contracts, policies, and procedures; and is expected to apply that knowledge in carrying out the billing office responsibilities. This position assists in developing, with department leadership approval, all policies and procedures for the medical billing office. This position keeps management informed of progress, and any potential controversial matters related to medical billing. Assists in the management of the business aspects of the office operations such as reconciling deposits against the Electronic Medical Record (EMR) system. Performs other duties as assigned. This position is supervised by the Finance and Administrative Division Manager.

**WORK PERFORMED**

- 45% Software and Program Support.** Maintains the setup of insurance and third party payer websites for staff user access, provider demographics, processing of claims, checking insurance eligibility, and receiving electronic payment reimbursements. Maintains administrative rights to the patient management system in order to make necessary changes and updates, data collections and reporting. Assists in compiling, reviewing, recording and reconciling financial and statistical reports on a daily basis. Evaluates encounter documentation performed by professional staff. Collaborates closely with the County's Information Technology department for system enhancements. Identifies and researches system issues and works closely with the billing software vendor in order to resolve the issues. Oversees medical billing with timely filing processes. Knows and understands the No Surprises Act (NSA), and coordinates billing software system program changes with management staff. Performs user oversight of the Electronic Medical Record (EMR) system. Responsible for cash handling practices and deposit functions for patient and insurance payments. Works with the Division Managers to complete annual review of program fees. Responds timely and comprehensively to all requests from the County's internal auditor.
- 20% Supervision.** Supervises staff with respect to accountability for performance and behavior including approval of absences to conform with personnel needs, discipline of employees, staff development and training, completion of performance evaluations and other personnel related functions. Participates in the hiring and promotional process. Instructs staff on proper completion of tasks. Inspects and reviews work of staff to ensure that projects are complete. Establishes work schedules and assigns work. Checks work procedures and

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products. Oversees the management and daily operations of the Billing Office and systems which include posting and depositing payments, statement and collection activities, claims processing, lab billing, accounts receivable management, refunds, denials, scanning and indexing, cash, check and credit card processing, patient account record management, and customer service activities. This position conducts and participates in internal user audits. Works closely with the Accountant II and Division Manager on the year end procedures for deferred inflows. Prepares for and attends required meetings.

**15% Training.** Identifies training needs of staff in regard to the Electronic Medical Record (EMR) system and assists with the development and maintenance of training material/manuals to ensure consistent billing practices. Ensures that training of staff is completed and documented. Oversees the training of the billing, clerical, and professional staff regarding billing/coding policies and procedures. Provides training when needed for payment posting practices to maintain accurate reconciling.

**10% Policies and Procedures.** Develops policies and procedures in regards to the development and maintaining clerical staff and patient orientation procedures. Ensures billing policies and procedures are compliant with Federal, State, County and Department requirements. Helps with the development and maintenance of medical records policies and procedures.

**5% Customer Service.** Provides customer service regarding public inquiries, difficult problem solving regarding scheduling, billing and other often confrontational client issues. Works directly with insurance company provider representatives to resolve issues involving coordination, denials, and follow up communications. Coordinates the Bi-annual Northeast Regional Billing meeting for local health departments and insurance companies.

**5% Credentialing.** Responsible for Health Department and provider credentialing with all contracted insurance companies, Medicare, and Medicaid. This consists of completing credentialing applications, attestations, and providing required supporting documentation as required by the contractors on a regular basis.

## **KNOWLEDGE, ABILITIES AND SKILLS**

### **Knowledge of:**

- Human resources management including hiring practices, disciplinary procedures, terminations, etc.
- Supervisory responsibilities and effective leadership skills.
- Office management methods, equipment and modern office practices.
- The English language, spelling, grammar and arithmetic computations.
- The operation and minor maintenance of a variety of office equipment.
- The laws and regulations governing the functions and operations of the department.
- General accepted accounting principles, techniques and practices, with an emphasis in Accounts Receivable.
- ICD9, ICD10, CPT, HCPCS, and ANSI RARC/CARC medical billing coding systems.
- Collections and Accounts Receivable regulations.
- Medicare, Medicaid, and third-part billing policies and procedures.
- Microsoft Word, Excel and Internet applications.

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**Ability to:**

- Plan and direct the work of others.
- Plan and maintain the flow of office work.
- Interpret and apply Federal, State and County laws, resolutions, rules and regulations.
- Communicate effectively, both orally and in writing, using the English language.
- Establish and maintain effective relationships with the employees and the department's users.
- Learn and remember a wide variety of legal requirements and departmental policies.
- Operate a variety of office equipment.
- Prepare accurate financial and statistical reports.
- Classify, locate and interpret a variety of statistical and related information.
- Detect and reconcile discrepancies in financial records.
- Prioritize and meet deadlines.
- Complete multiple tasks simultaneously.
- Make routine arithmetical computations accurately and with reasonable speed.

**Skill in:**

- The use of computer software and applications and Electronic Medical Record (EMR) software.
- Providing leadership and direction to employees.
- Planning and directing the work of others.
- Verbal and written communication skills.
- Interpersonal skills.
- Organizational skills and attention to detail.
- Analytical and problem-solving skills.
- Strong supervisory skills.
- Working with diverse populations.

**PHYSICAL REQUIREMENTS**

**N**-Never    **O**-Occasional (1%-33%)    **F**-Frequent (34%-66%)    **C**-Continuous (67%-100%)

	N	O	F	C		N	O	F	C		N	O	F	C
<b>HANDS</b>					<b>BODY/TRUNK</b>					<b>OTHER</b>				
Reaching		X			Sitting			X		Driving			X	
Pushing/Pulling		X			Bending	X				High Elevation	X			
Climbing	X				Reaching	X				Unprotected Heights	X			
Throwing	X				Lifting	X				Around Moving Machinery	X			
<b>ARMS</b>					Carrying			X		Driving Automotive Equipment	X			
Reaching			X		Jumping	X				Exposure to Dust, Gases and Fumes	X			
Lifting		X			Twisting	X				Cramped Body Position	X			
Pushing/Pulling		X			Squatting	X				Sustained Positions	X			
Carrying			X		Turning	X				Noise Levels (Excessive)	X			
Throwing	X				<b>LEGS/FEET</b>					Electrical Hazards	X			
<b>EYES</b>					Walking	X				Slippery Surfaces	X			
Near Vision				X	Standing	X				Work Above Ground	X			
Far Vision				X	Sitting			X		Work Below Ground	X			
Color Vision				X	Carrying			X		Irregular Surfaces	X			
<b>VOICE</b>					Climbing	X				Moving Objects	X			
Talking				X	Jumping	X				In High Volume Traffic	X			
<b>EARS</b>					Turning	X				Exposure to Marked Changes in Temperature and Humidity				
Hearing				X	Lifting	X			X					

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**EQUIPMENT USED**

Personal Computer	Fax Machine	Scanner
Printer	Photocopier Calculator	
Telephone	Office Furniture	

**MINIMUM QUALIFICATIONS**

- High School Diploma or GED Certificate.
- One (1) year of supervisory experience.
- Seven (7) years' clerical experience.
  - A Degree/Certificate from an accredited college/university or vocational school in Business Administration, Public Administration, Accounting Management or closely related field may be substituted (only one may be chosen to substitute) for the years of experience as follows:
    - Certificate from vocational school may be substituted for one (1) year of clerical experience. In addition to the certificate, requires six (6) years additional clerical experience and one (1) year of supervisory experience.
    - Associates Degree may be substituted for two (2) years of clerical experience. In addition to the Associates Degree, requires five (5) years additional clerical experience and one (1) year of supervisory experience.
    - Bachelor's Degree may be substituted for four (4) years of clerical experience. In addition to the Bachelor's Degree, requires three (3) years additional clerical experience and one (1) year of supervisory experience.
- Valid Drivers' License and able to operate County-owned vehicle (HR-2013-2).
  - HR-2013-2: Driving record that shows: No misdemeanor or felony convictions for traffic/vehicular offenses (DUI, vehicular homicide, reckless driving, hit and run, etc.) on the driving record that are less than five (5) years old; No more than two (2) at fault or chargeable accidents on their driving record that are less than five (5) years old; No more than two (2) traffic infractions (speeding, failure to yield right of way, etc.) that are less than one (1) year old.

**PREFERRED QUALIFICATIONS**

- Associates or Bachelor's Degree from an accredited college/university in Business Administration, Accounting Management, Health Information Management, Healthcare Administration or closely related field.
- Medical Billing and Coding experience and/or knowledge.
- Previous experience with an Electronic Medical Record system.

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**SPECIAL REQUIREMENTS**

- Required to pass a pre-employment physical and drug screen.
- Required to complete National Incident Management System (NIMS) 700 and Incident Command System (ICS) 100 and 200 within six (6) months of employment.

This Position Description is not designed to list all tasks and responsibilities of this position. Shawnee County reserves the right to revise or change job duties as the need may arise. This Position Description does not constitute a written or implied contract of employment.

I have read and understand the duties and requirements for this position.

_____ Employee's Signature / Printed Name	_____ Date
_____ Administering Supervisor's Signature / Printed Name	_____ Date
_____ Appointing Authority's Signature / Printed Name	_____ Date

Created: 10/03

Revision History: 08/24