

THE SURGERY CENTER
Oxford, Alabama

Revised 9/26/17

Job Title: Business Office Manager/HIPAA Officer

Overview:

This position is an exempt position. The Business Office Manager directs and coordinates all surgery scheduling, registration, patient flow, medical records, coding, billing, accounts receivable, and departmental quality improvement functions in accordance with the policies and procedures of The Surgery Center. Ensures business office is adequately staffed, establishes departmental goals and objectives and monitors their progress. Maintains a positive public relations image in all customer communications. Works closely with the Administrator to promote the philosophy and vision of the Administrator and The Governing Body.

Status: Full time / salaried / exempt

Position Scope:

This position's responsibilities include supervision of all aspects of the business office. Work includes orientation, supervision, and evaluation of staff. This position is subject to flexible and long hours, working after normal business hours or weekends as deemed necessary. Interaction with all age specific patients and family members from infants to geriatrics is required.

Position requires flexibility in work hours to meet the needs of the facility; may include work in evenings, after normal business hours, and on weekends as needed.

Position Functions:

Demonstrates initiative and ability to respond to and provide direction to patients, physicians, staff and visitors in a professional manner in all situations including crisis and emergency situations.

- a. Serves as custodian of medical records.
- b. Serves as HIPAA Compliance Officer.
- c. Demonstrates knowledge of patient accounting system.
- d. Demonstrates knowledge of payor contracts and actively participates with the Administrator in the completion and negotiations of those contracts.
- e. Monitors patient flow through department to ensure effective and efficient processes are in place.
- f. Holds subordinates accountable for responsibilities inherent to their position at all times.
- g. Promotes public relations for the department.
- h. Consistently demonstrates excellence in all areas of general office functions including correspondence with customers, physicians, vendors and patients, distribution of accurate information from the center, and maintaining a positive image of the center.
- i. Must be able to act as back-up for all business office positions during heavy workload periods, with the exception of coding;

1. Supervise business office personnel
 - a. Provides for staff development by communicating department / corporate goals to facilitate team spirit.
 - b. Evaluates staff performance providing counseling when necessary.
 - c. Assigns staff in accordance with ability to provide maximum efficiency and accuracy.
 - d. Manages daily activities of Business Office.
 - e. Supports a harmonious working relationship by working cooperatively with administrator, other center departments and physician office personnel.
 - f. Keeps daily schedule of all Business Office staff regarding work shifts.

2. Actively participates in the quality improvement program and monitors compliance with all policies and procedures of The Surgery Center.
 - a. Facilitates policies and procedures that ensure the security of patient and facility accounts and records.
 - b. Communicates with Administrator and center managers on a regular basis to encourage harmonious interdepartmental relationships and streamlined patient flow.
 - c. Implements QI studies as needed and utilizes findings to enhance quality of patient care and/or improve departmental efficiency.
 - d. Maintains good rapport with physicians' office personnel.

3. Demonstrates financial responsibility for the containment of facility costs.
 - a. Ensures correct procedures are followed for handling of moneys.
 - b. Ensures all center deadlines are met.
 - c. Supervises accounts receivable, all claims processing, coding, rejections and delinquent accounts.
 - d. Oversees collection of bad debt account and monitors outsourcing to third party for collections.
 - e. Oversees inventory of office supplies.
 - f. Monitors staff and self-utilization as it relates to overtime, clocking, tardiness and absenteeism.

Position Activities:

1. Ensures and oversees HIPAA Compliance standards including those duties outlined in the HITECH policy.
2. Conducts HIPAA Risk Analysis on a periodic basis to evaluate, monitor, and if necessary report any risks for breach in ePHI.
3. Assigns staff to daily tasks or projects.
4. Provides support and direction for staff during crisis or emergency situations.
5. Reports significant information to Administrator regarding payroll issues, reimbursement status, financial indicators, contract status and any other indicators affecting the financial status of the facility.
6. Handles or assists with disciplinary action as required and documents accordingly.
7. Works with IT to assign access of PHI as needed for job duties.
8. Investigates and resolves patient, visitor, vendor, employee, or physician complaints or concerns through personal action or referral to higher authority.
9. Demonstrates by example and encourages others to promote the team concept for the facility.
10. Monitors productivity and overtime of employees.
11. Manage business office load to effectively allow time for all staff members to complete

special assignments.

12. Regularly assists others as time permits in completion of their duties, assisting in other areas as needed and accepting assignments willingly.
13. Maintain competency through continuing education.
14. Identifies learning needs and devises plan for teaching inservice.
15. Participates in Quality Improvement assisting management in seeking solutions to identified problems.
16. Performs other duties as needed to ensure the safety and comfort of all customers as well as the efficient operation of the facility.

Education and Experience:

Associate degree in business or related field; Bachelor's degree preferred.

Five years insurance experience in a medical facility (charge entry, electronic transmission of claims, posting of payments)

Three years coding experience, preferably surgical in nature; certified coder preferred

Two years previous management experience

Certification / Licensure:

Certification by an approved organization for medical coding preferred.

Knowledge, Skills and Abilities:

Knowledge of:

Medical Terminology

Typing, computer, telephone, and other business machines

Credentialing for physicians and support staff desired

Human resource / employment guidelines

Payor Contracts / negotiations

Proficient at:

Various software programs including:

Microsoft Word

Microsoft Excel

Medical Billing System

Skills:

Excellent verbal and written communication skills

Ability to:

Manage multiple tasks efficiently

Prioritize tasks

Maintain complete and accurate records

Communicate and understand medical terminology accurately

Manage several employees

Physical Requirements:

Work is emotionally demanding. May require extended hours after normal business hours, on

weekends or holidays as needed. Position requires sitting at desk 70% of the time and mobility (standing / walking) 30% of the time. Job requires some bending, kneeling and reaching. There is a continuous need for speaking with clear diction (English language) and hearing sensitivity in conversation either by phone or in person. Vision close-up, distance, depth perception and ability to distinguish basic colors. There is frequent reaching, use of hands and repetitive action. Requires occasional lifting or carrying up to 50 pounds.

Refer to the description of essential functions.

Working Conditions:

Position requires the ability to work in confined space with coworkers.

The contents of this description are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.