

City of Rapid City

Job Description

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| Job Title | Patient Billing Services Manager | | |
| Job Code: | PBSM | Bargaining Unit: | Non-Union |
| Pay Grade: | See Compensation Scale | Date Revised: | June 2023 |
| FLSA Status: | Exempt | | |

General Summary: This position is responsible for overseeing the Patient Billing Services Division and is responsible for the day-to-day operations.

Essential Duties and Responsibilities:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

- Directs and coordinates the professional reimbursement program to ensure compliance with current payment rules and legislative regulations that impact the billing and collections process; monitors and ensures compliance with Federal and State documentation guidelines.
- Plans and conducts meetings with personnel to ensure compliance with established practices, to implement new policies and to keep employees aware of changes and current standards.
- Develops reimbursement strategies to maximize reimbursement of ambulance service within the compliance guidelines. Audits daily medical record documentation compiled by staff to ensure accuracy and completion of assigned medical codes, to minimize denials and optimize reimbursement.
- Directs and monitors compliance with federal privacy regulations, both in area of security of medical records and protection of health information, to ensure confidentiality and safety; develops, educates and trains on Privacy/Compliance issues.
- Prepares reports and analyses to include Division budgeting, financial reports, setting forth progress, adverse trends and appropriate recommendations or conclusions. Identifies, collects, and reports relevant statistical data to reflect the activities of the department and staff.
- Processes all revenue, deposit coding records, and balances receivables with City financial records; audit and maintain all records and balances.
- Coordinates negotiation of all applicable contracts relative to the providing of emergency medical services in the operational area and coordinates with operational staff to provide appropriate personnel and services as agreed upon.
- Acts as representative in court appearances relative to credit and collection matters.
- Processes and coordinate insurance claims with Medicare, Medicaid, IHS and insurance companies.

Qualifications:

Education and/or Experience:

Bachelor's degree from a four-year college or university and four years related experience. A combination of education and experience deemed appropriate to fulfill the role and responsibilities of this position will be considered.

Certificates, Licenses, Registrations:

- Must possess a valid driver's license or ability to obtain within 30 days from date of hire.
- Possession of an Ambulance Billing certification or ability to obtain within 4 years from date of hire.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate and interruptions are common.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.