

## St. Joseph Center for Outpatient Surgery

### **JOB TITLE: Business Office Manager**

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**JOB SUMMARY:** Ensures all Business Office operations are functioning accurately and timely for proper generation of management reports and cash flow. Manages maintenance of all medical records following legal guidelines.

Reports To: Facility Administrator

Supervises: Receptionist, Scheduler, Collections, Billing, AP Coordinator

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### **QUALIFICATIONS**

Two years of college or equivalent with emphasis on Business Administration.

Minimum of 2 years business management experience.

Computer experience required in windows, excel and word

Ability to sit for long periods and to perform desk and office activities.

Knowledge of Revenue Cycle preferred

Experience with Insurance Claims/Denials preferred

### **OCCUPATIONAL EXPOSURE**

Category III exposure to bloodborne pathogens and may encounter chemical hazards.

### **JOB CLASSIFICATION**

Exempt

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### **RESPONSIBILITIES:**

1. Supervision of all office functions including reception, admitting, medical records, accounts payable management and accounts receivable management. Responsible for staff adherence to all Business Office Policies and Procedures.
2. Holds periodic staff meetings to assure coordination of efforts.
3. Conducts periodic performance reviews on all Business Office Staff.
4. Monitors workload and personnel needs of Business Office.
5. Trains, develops and motivates Business Office Staff.
6. Prepares and provides analysis of monthly financial and management reports.
7. Prepares and ensures processing of all invoices in accordance to Accounts Payable Policies.

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8. Monitors cash flow and assists accounting department with monthly analysis.
9. Responsible for daily cash management procedures. Receives and accounts for all cash received in accordance to Center Policy.
  - 9.1 Disburses and ensures disbursement of cash in accordance to Center Policy.
10. Reviews insurance contracts to assure accurate contractual reimbursement and collections and adherence to Business Office policies and procedures.
  - 10.1 Maintains good working relationships with insurance payors.
  - 10.2 Maintains good working knowledge of insurance payors reimbursement requirements and updates Business Office personnel on an as needed basis.
11. Maintains inventory of forms and office supplies.
12. Resolves problems with billings, collections and medical records.
13. Prepares analysis reports for annual outside audit.
14. Maintains all office computer systems and programs.
  - 14.1 Responsible for verification that the backup process is maintained on a daily basis.
  - 14.2 Ensures that all staff personnel adhere to the Center's Integrity of Data Systems Policy.
  - 14.3 Ensures all computer system warranties, upgrades and maintenance contracts are maintained.
15. Reviews all business procedures and recommends adjustments to Facility Administrator on an as needed basis.
16. Monitors fee schedule and submits suggested changes to Facility Administrator.
  - 16.1 Periodically reviews computerized fee schedule and that all changes to fee schedule, once approved have been implemented in computer system
  - 16.2 Ensures that yearly coding changes have been made in the computer CPT data file.
17. Assists Facility in development of annual budget.

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18. Assists with the communication responsibilities of the front desk to include, but not limited to:
  - 18.1. Provides documentation for surgical and special procedure patients.
  - 18.2. Maintains current materials for patient education and consent procedures.
  - 18.3. Discusses documentation with patient and family members confirming that instructions are understood and questions answered.
  - 18.4. Answers patient and family member questions and refers questions to healthcare professionals when appropriate.
  - 18.5. Communicates pertinent information from the physician, support staff, insurance companies and other significant parties to the patient.
  - 18.6. Reviews prequalification for third party payer before date of scheduled admission.
  
19. Assists with the submission of claims and provides follows-up with third party payers and patients for services received in accordance to Facility Policy and Procedures.
  - 19.1. Maintains current information on claims adjudication and payment policies on all encountered third party payers and government intermediaries.
  - 19.2. Files insurance claims both primary and secondary according to Facility Billing Standards.
  - 19.1. Generates patient statements according to facility policy and procedures.
  - 19.2. Maintains current information on correct and lawful practices in billing government and private payers for ambulatory surgical care.
  - 19.3. Monitors billing for accurate and timely completion.
  - 19.4. Monitors accounts receivable to identify billing errors, coding errors, and timely rebilling.
  - 19.5. Follows-up on past due accounts with patients or payers.
  - 19.6. Reports status of accounts receivable as requested.
  - 19.7. Provides management reports to the Administrator on a monthly basis per protocol.
  
20. Assumes any other responsibilities that may be assigned from Administration on an as needed basis.

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21. Ensures on a daily basis that patients and their relatives are dealt with in a professional and courteous manner by the Business Office personnel
22. This position is Monday through Friday with working hours in accordance to needs of position.