

# Hospice of Southern Maine

## Position Description

<b>Title:</b>	Billing Supervisor	<b>Reports to:</b>	Finance Director
<b>Primary Location:</b>	Main Office	<b>FLSA Class:</b>	Exempt
<b>Supervises:</b>	Patient Account Representatives	<b>Effective Date:</b>	10/6/2021

### Position Summary:

The Billing Supervisor is a hands-on/working supervisor role responsible for the management of the agency's billing, accounts receivable and collections functions of the organization.

### Qualifications:

1. **Education:** Bachelor's degree preferred, or equivalent combination of education and experience working with healthcare patient accounting.
2. **Experience:** Minimum of 4 years of experience in healthcare billing, accounts receivable management, and collections required. Hospice billing and accounts receivable management experience preferred. Experience working in non-profit preferred. Supervisory experience preferred.

### Essential Duties & Responsibilities:

1. Manages all billing, accounts receivable and collections functions.
2. Serves as the in-house expert on billing and collections from Medicare, Mainecare and all other commercial or federal payors.
3. Ensures accurate and timely billing for services, posting of payments and adjustments, and account follow-up for late or incorrectly paid claims.
4. Identifies and manages delinquent accounts and recommends write-off to Finance Director as needed.
5. Manages applications for financial assistance and recommends approval to Finance Director.
6. Manages Insurance verification and authorization for services provided.
7. Assures ongoing monitoring and timely communication of additional development requests (ADR's) from Medicare.
8. Assures regulatory compliance with billing and collection practices.
9. Serves as the in-house expert on the Electronic Medical Record (EMR) as it relates to billing and collections; Works with EMR vendor on maintenance of electronic systems to accurately manage billing and collections in compliance with payor requirements.
10. Manages any EMR billing system questions and issues with the EMR vendor.
11. Works with payors as needed to support ongoing management of billing and collections.
12. Works with Finance Director on maintenance of payor contracts and assessing or changing payor arrangements.
13. Reconciles accounts receivable revenue, payments, and adjustments to assure accurate reports on financial statements.
14. Prepares annual capitation report to Medicare.
15. Assures timely and accurate submission of the quarterly credit balance report to Medicare.
16. Performs Intermittent audits of claims to assure ongoing compliance with regulations. Reports any problems or suggests changes to Finance Director in a timely manner.
17. Performs additional duties as assigned.

### Other Job Functions:

The following is a list of responsibilities of this position but is not intended to cover all duties that this position may be required to perform from time to time.

1. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries; Ability to work well in settings presenting diverse physical

- conditions and socio-cultural environments.
- 2. Remains current on job knowledge by participating in educational opportunities; reading professional publications/journals; and participating in professional development opportunities.
- 3. Shares expertise with others through in-service and collaboration.
- 4. Protects organization's value by keeping information confidential.
- 5. Follows HSM's established accounting processes and policies.
- 6. Seeks out and suggests improvements to procedures, policies, processes and services.
- 7. Participates in agency meetings as required.
- 8. Contributes to positive atmosphere; demonstrates positive interactions with all stakeholders; demonstrates understanding of hospice philosophy.
- 9. Demonstrates understanding of team approach and communication.
- 10. Demonstrates ability to lead and be a productive member of a high performing team.
- 11. Demonstrated knowledge of customer service skills when responding to questions and other inquiries from stakeholders.
- 12. Willingness to establish and maintain effective working relationships
- 13. Maintains knowledge and skills for hospice care, and infection control and prevention in all settings to ensure regulatory and reimbursement guidelines are met. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
- 14. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.
- 15. Demonstrates understanding and compliance with agency policies, including but not limited to, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.
- 16. Demonstrated understanding of, and ability to effectively use, various computer software applications, including an electronic medical record, and Microsoft Word, Excel and Outlook.
- 17. Demonstrates knowledge and support of agency's safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.

**Required Skills, Abilities & Knowledge:**

- 1. Highly skilled in dealing with financial and numeric data, including analysis and variances.
- 2. Highly skilled in the use of MS Excel and accounting software.
- 3. Skilled in the use of MS Word and MS Powerpoint.
- 4. Excellent written and verbal communication skills.
- 5. Self-confident and driven; ability to establish direction and meet competing priorities with minimal guidance and oversight.
- 6. Flexible and reliable; possesses excellent time management and organizational skills.
- 7. Ability to present to groups in various settings.
- 8. Ability to adapt to changing Agency priorities.
- 9. Protects the confidentiality of business records and information.
- 10. Leadership skills to facilitate appropriate direction and supervision of staff in all situations.

**Physical Requirements:**

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.		X	
Carry		X	
Push or pull		X	
Climb	X		
Reach		X	
Stoop or bend		X	
Crouch		X	

Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Speak			X
Sit, walk, stand			X
Distinguish smell/temperature		X	
Exposure to blood borne pathogens and infectious disease	X		
Exposure to hazardous materials	X		
Repetitive Motion			X

**Visual Requirements:**

1. Requires ability to work with office and/or medical equipment at or within arm’s reach and overhead and sufficient maneuverability to access user areas.
2. Must have visual acuity to read and prepare reports and operate computers and phones.

**Mental Requirements:**

Requires the ability to plan and perform a wide variety of duties requiring extensive knowledge of policies and procedures. Requires considerable judgment to work independently toward general results, devising methods, modifying or adapting standard procedures to meet different conditions, and making decisions based on precedent and policy.

**This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities and activities may change at any time with or without notice.**

**Employee’s Signature** \_\_\_\_\_ **Date** \_\_\_\_\_