



JOB DESCRIPTION

Position Title:	Revenue Cycle Director
Department Name:	Business Office
Supervisor's Title:	Chief Executive Officer

Primary purpose and function:

Under the direction of the Chief Executive Officer, the Revenue Cycle Director is responsible for managing the day-to-day operations of the Business Office. Functional areas include verification, authorization, coding, billing, and collections.

Essential functions and responsibilities:

- Manages assigned staff to ensure performance of tasks are completed in an efficient and professional manner.
- Serves as a resource to staff by answering questions and assisting with problems.
- Facilitates and provides training and development of existing and new employees.
- Coordinates work schedules and daily duties for assigned department staff.
- Audits employees work for accuracy and efficiency to ensure adherence to performance standards.
- Actively participates in A/R management, patient collections/pre-collections, verification/auth and other business office tasks.
- Supports and maintains a work environment that embodies professional excellence, teamwork, integrity, mutual respect, and confidentiality.
- Create monthly KPI reports for distribution to practice executives.
- Continually analyzes department needs and suggests ways to improve or increase efficiency.
- Accurately post payments and/or adjustments to the proper accounts within the PM system and reconcile daily.
- Maintain appropriate documents, reports, and files to comply with all applicable laws and policies.
- Responsible for management of staff including recruitment, training, coaching, discipline, and performance.
- Other duties as assigned by your supervisor.

Knowledge and Skill:

- High school diploma or equivalent required, bachelor's degree preferred.
- Minimum of 5 years management experience in a healthcare business office.
- Strong problem-solving skills.
- Knowledge of insurance company procedures and policies.
- Knowledge of governmental, legal, and regulatory provisions related to revenue cycle activities.



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- Knowledge of CPT, ICD-10, HCPCS coding. CPC a plus.
- Knowledge of anatomy and medical terminology.
- Proficiency in Microsoft Office Suite products Excel and Word

- **Physical demands:**
- Frequent alpha/numeric keyboarding.
- Oral communication over the phone and in person.
- Must be able to exercise patience and accuracy in the face of multiple interruptions.