



## POSITION DESCRIPTION

### Billing Supervisor

Reports To: Revenue Cycle Manager

Position Status: Exempt

Supervises: Patients Accounts Reps  
Billing/Data Entry Clerk

Effective Date: 06/01/22

### **GENERAL SUMMARY**

The Billing Supervisor is responsible to the Revenue Cycle Manager for the operations of the Billing section which includes responsibility for coordinating day-to-day activities with other NKC personnel; serving as a liaison with patients and insurance carriers, Medicare/Medicaid, and other organizations; and performance of billing and collection duties and responsibilities. The position also is responsible for supervising the Patient Account Representatives and Billing/Data Entry Clerk.

This position is responsible for ensuring that patient billing and processing of payment receipts are consistently completed timely and in accordance with policy. This role will minimize bad debt, improve cash flow, and effectively manage accounts receivables.

### **DUTIES and RESPONSIBILITIES**

1. Plans billing activities with the Revenue Cycle Manager and establishes procedures and priorities to implement and maintain approved plans.
2. Represents the Billing section; and participates in ad hoc, standing, and other committee responsibilities.
3. Responsible for overseeing posting charges, adjustments, and payments to patient accounts and assuring accuracy and timeliness.
4. Responsible for ensuring the timeliness of processing and correction of rejected claims.

5. Develops processes to ensure timely billing, accuracy of reimbursement received, and follow up until accounts are completely resolved.
6. Directs day-to-day activities of the billing system. This includes coordinating follow-up on past due accounts and performing liaison and problem-solver assignments with other departments and outside organizations.
7. Ensures that daily deposits/payments are reconciled between bank receipt and posting to patient accounts. Ensures that any unidentified payments in a suspense account are cleared timely.
8. Work closely with the in-house billing personnel, to maintain a regular schedule for sending out billing statements in accordance with the Financial Policies and Procedures.
9. Manage month-end revenue close process including revenue analysis.
10. Supervises the Patient Account Representatives who are responsible for billing of accounts receivable patient accounts. Also supervises a Billing/Data Entry Clerk who is responsible for cash input data and other activities.
11. Loads new or updated contract rates into appropriate billing systems to ensure accurate reimbursement is received.
12. Coordinates and performs patient billing duties and responsibilities which include checking accuracy of bills, refunds, and adjustments; monitoring the aged accounts receivable; and performing account reconciliations, refund processing and records storage responsibilities.
13. Coordinates and performs special project duties and responsibilities. This includes relief responsibilities for the Patient Account Representatives and Billing/Data Entry Clerk, preparing input data regarding goals and objectives for the Director of Finance, and researching patient billing.
14. Ensures tracking and appropriate follow up to appeal all denied claims.
15. Reviews and monitors billing and collection activities; responds to procedural or technical problems as they appear; and evaluates billing and collection results in terms of quality, costs and other goals and objectives.
16. Implements in coordination with the Revenue Cycle Manager all required billing updates.
17. Keeps informed of current standards and practices involving billing and

collection matters and recommends changes in policies and practices to keep programs up to date. Provides communication to Leadership team for any billing updates implemented by state or federal agencies.

18. Performs other duties and responsibilities as may be required.

### **PLANNING**

The position is responsible for billing section planning required to implement billing-related changes in Medicare regulations. Typical planning responsibilities are:

- Assisting the Revenue Cycle Manager in developing annual budget data including billing and collection goals and objectives.
- Planning new billing procedures required by changes in state, federal and other regulations. This planning is done in conjunction with Information Systems personnel, the Revenue Cycle Manager, insurance carriers, and other persons.

### **SUPERVISION and COORDINATION**

The position supervises department personnel. Direct subordinates include Patient Account Representatives and the Billing/Data Entry Clerk. The position also is responsible for coordinating billing efforts with Patient Finance, Information Systems, Physician Billing, Accounting, and other areas.

### **EXTERNAL CONTACTS**

The position has contacts with business office managers and representatives in Blue Cross, Medicare, King County Medical, Medicaid, commercial insurance companies, hospitals, consultants, and other organizations. These contacts are required to clarify, check, or develop new billing-related procedures and resolve claim-processing problems.

### **DECISIONS**

The position is responsible to the Revenue Cycle Manager for decision-making required in the billing and collection program. Typical decisions include:

- Deciding whether to authorize and/or refer refunds and adjustments on patients' accounts based on review of the account and consideration of patient or other party claims.
- Decisions regarding billing systems, billing related problems and how they can be corrected.

### **JOB CONDITIONS and PHYSICAL EFFORT**

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull- down

windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.

3. Duties and responsibilities are performed in an office environment.
4. Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping; talking, hearing; and repetitive motions of hands, wrists, and fingers.
5. The physical requirements include the ability to lift/move objects weighing up to 20 pounds occasionally, and lift/move objects weighing up to 10 pounds frequently.
6. The position requires visual acuity to read, inspect numbers on computer CRTs and written materials.
7. The Billing Supervisor is subject to indoor environment conditions may not be protected from temperature changes.
8. The Billing Supervisor operates the phone, computer, copy machine, 10-key adding machine, and other office equipment as required.

### **CUSTOMER SERVICE STANDARDS**

All staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' needs; Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

### **EDUCATION and EXPERIENCE**

The Billing Supervisor should have the equivalent of two years of community college training in business and bookkeeping.

The Billing Supervisor should have the equivalent of 3-5 years of previous billing office supervisory experience, following progressively responsible accounts receivable responsibilities, preferably in a healthcare setting.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

**REVIEW and APPROVAL**

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Interim Vice President of Finance/CFO

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Date

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Interim Vice President of Human Resources

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Date