

**HFMA Career Center**  
**Sample Job Description**

**DEPARTMENT:** ACCOUNTING & REIMBURSEMENT  
**POSITION CODE:** 481

**JOB DESCRIPTION**

**JOB TITLE:** SYSTEMS DIRECTOR OF PATIENT ACCESS & CREDIT SERVICES

**MAIN FUNCTION:**

Provides leadership, direction & management of the operations of the Patient Registration services which includes Registrars in the Inpatient, Outpatient, Day Surgery & Emergency Room areas and Cashier function and the Credit, Collection and Charity care functions. Keeps abreast of various registration, billing and collection regulations / laws as well as assuring computer systems are current and compliant. Interfaces with clinical & support service Directors/Managers to support the initiatives of the System. Reports to the Executive Director of Finance.

**DUTIES & RESPONSIBILITIES:**

**Patient Access**

1. Is responsible to provide leadership, direction & management of the operations of the Patient Registration services which includes Registrars in the Inpatient, Outpatient, Day Surgery & Emergency Room.
2. Oversees & maintains Patient Registration computer systems & processes.
3. Oversees & maintains Patient Eligibility computer system & processes.
5. Institutes and maintains policies & procedures to maintain compliance with external regulations and internal directives to assure efficient and effective operations.
6. Develops & maintains process for handling patient's valuables in Patient Registration.
7. Assures timely and accurate flow of information from patient registration to all ancillary departments, nursing units and billing department.
8. Oversees Pre-Admission and Pre-Registration function.
9. Oversees process of providing price quotes and making financial arrangements for patients.

**Credit Services**

1. Is responsible to provide leadership, direction & management of the operations of the Credit, Collection and Charity care functions.

2. Assures department staff maintains a working knowledge of all billing regulations and applications as it relates to the collection of patient accounts.
3. Assures all collection policies and procedures are maintained as well assuring effective controls exist to assure compliant and efficient collection techniques.
4. Reviews and approves the monthly Bad Debt expense and assures the accurate and timely preparation of the monthly Bad Debt Model and assures the adequacy of the Reserve for Bad Debts.
5. Oversees the relationships with Collection Agencies & collection attorneys including the transmission of information for compliance with regulations, and evaluation of services.
6. Assures compliance with Medicare bad debt regulations provides prompt and accurate reporting that meets the requirements of the agency and auditors.
7. Is responsible for the association(s)/contract(s) with the various counties Departments of Social Services providing Medicaid Coordinator(s). Provides direction and assistance to on-site Medicaid Coordinator(s) to regarding prioritization of Systems priorities.
8. Is responsible for establishing & maintaining an effective “Up Front” collection effort.
9. Is responsible for establishing & maintaining an effective financial counseling service for patients and there families. The service should educate patients regarding financial responsibilities as well as providing education and assistance regarding the Systems Charity Care program and other governmental (i.e. Medicaid)and non-governmental agencies (i.e. Victims of Violent Crimes, etc.).
10. Assures the Charity Care program(s) are compliant with regulations, maintaining all required data & reports, activity logs, etc. Is also responsible for annually updating the program(s) when the Federal Poverty Guidelines are released.
11. Is responsible to interface with internal and external auditors and assuring they are provided with accurate information they require in a prompt manner

## **Management**

1. Assists in the recruitment, orientation, training, cross-training, evaluation and discipline of staff.
2. Is responsible for assuring staff is informed of regulatory, process, and computer system changes which includes ongoing staff education.
3. Develops & maintains reports to ensure key functions are performed promptly and accurately.
4. Continuously evaluates department processes to maintain efficiency and effectiveness always being open to and searching for opportunities to provide better service.
5. Develops & prepares reports, analysis for both internal and external users including interfacing with any internal or external auditors.

6. Keeps the Controller informed on the status of the operations and associated computer systems through meetings and written reports including but not limited to key metrics.
7. Oversees the preparation of departmental operating and capital budgets.
8. Is familiar with and demonstrates Quality in Action principles including participation in the process as appropriate.
9. Employee understands and demonstrates the importance of satisfying the needs of the customer/patient by interacting with them in a friendly and caring way, being attentive to the customer's needs, both psychological and physical, and by taking the initiative to maintain communications with the customer in order to provide a secure and pleasant experience.
10. It is understood that this job description identifies typical duties for the classification and is not to be considered inclusive of all duties, which may be assigned.

**EDUCATION:**

Bachelor's Degree required.

**EXPERIENCE:**

Five to 8 years combined experience in Healthcare in areas of Billing, Registration or Credit. Working knowledge of computers especially Microsoft software.

Three years plus in a supervisory position with ability to:

- identify and resolve problems
- use independent judgment
- work without direct supervision

**PHYSICAL DEMANDS:**

Light physical effort. Typical office jobs. Work in comfortable positions.

**EXPOSURE CATEGORY:**

Category III. Tasks that involve no exposure to blood, body fluids, or tissues. Category I tasks are not a condition of employment

\*\* A.D.A. Essential Functions

Created: 03/11

Revised: 01/12

Approved By \_\_\_\_\_ Date \_\_\_\_\_  
**Human Resources**

Approved By \_\_\_\_\_ Date \_\_\_\_\_  
**Executive Director of Finance**

Approved By \_\_\_\_\_ Date \_\_\_\_\_  
**Senior Vice President/CFO**