

**Beaver Dam Community Hospitals, Inc.
Position Description/Competency Review**

OUR VISION: Be the regional destination for health care by delivering unprecedented quality, safety and service at a competitive price.

OUR MISSION: Deliver excellence across a continuum of services.

Job Title: Revenue Cycle Analyst	Reports To: Revenue Cycle Manager
Department: Patient Accounts	FSLA Status: Non Exempt

Position Summary:

The Revenue Cycle Analyst participates in quality improvement, problem solving, productivity enhancements and department meetings, and works cooperatively with coworkers within the department and collaboratively throughout the organization to enhance customer service and software systems. The Revenue Cycle Analyst must be able to multi-task, be a team player, maintain composure under stressful situations and strive for personal excellence. This position is the back-up to the Revenue Cycle Manager.

Qualifications:

High School Diploma or equivalent and a minimum of two years experience required. A minimum of two years experience in a health care setting required. Post high school training in computer technology and Paragon software experience preferred.

Work Schedule:

This position works (check all that apply):

- AMs PMs Nights Rotating Shifts
 M - F Weekends Holidays Other

Note: Any schedule is subject to change based on organization/department needs.

ADA:

The position requires the ability to sit in front of a computer for extended periods of time, handle multiple disruptions, juggle competing demanding priorities, communicate effectively verbally and in writing, and crouch, stoop and/or bend. Occasional lifting of up to 25 # as needed.

HIPAA:

All confidential information encountered throughout the course of this position is considered sensitive and is not to be discussed with others except for in legitimate, work-related situations.

Primary Responsibilities:
• Manages all business office equipment, software and hardware.
• Maintains a working knowledge of billing and third party payment systems and assists with maintenance of billing system.
• Initiates software help desk tickets, works to implement changes with software vendors, keeps track of items, and follows through until completion of change is done.
• Monitors, coordinates, and implements new billing regulations for software changes and implements in a timely manner.
• Manages all upgrades and/or conversions for any software coming into the Patient Accounts Department.
• Creates and conducts staff training on software changes, regulations, department coding changes,

Revenue Cycle Analyst

etc.
• Facilitates day to day questions and problem solving.
• Coordinates and conducts new business staff orientation, including tracking orientation checklist completion and competency checklist and assigning security access.
• Maintains security access levels for new and existing staff.
• Completes physician credentialing, obtains proper signatures, and coordinates related paperwork.
• Initiates Clearinghouse paperwork for electronic transmission of new payers and/or electronic remittance advices.
• Initiates payer agreements with the Clearinghouse for claims, eligibility and electronic remittances when required.
• Monitors Paragon reports to ensure accounts have proper follow up, have charges and get released timely for billing.
• Assistance to Monitor and correct unassigned documents in HPF.
Secondary Responsibilities:
• Assists with internal and external customer calls.
• Works with team members to resolve issues regarding customer/patient and employee concerns.
• Acts as a liaison with physicians and staff, including internal departments and other health care providers. Participates in Rapid Improvement Events when invited.
• Provides coverage for any shift as needed for department coverage.
• All other duties as assigned.

INTRODUCTORY EVALUATION
PERFORMANCE SUMMARY

Introductory Evaluation:

Supervisor completes letters *A – E*, and *Section V* on last page.

A. Employee Name: _____

B. Overall Position Comments:

C. Net Learning:

I have verified that the employee has completed all components of Net Learning and has current licensure, certification or registration required for this position. Yes No

D. AIDET

Employee AIDET competency has been demonstrated to meet BDCH expectations. Yes No
(Introductory evaluations still use the AIDET checklist.)

E. Overall Employee Rating

Above Target

On Target

Below Target*

*If the employee is Below Target a Performance Improvement Plan (PIP) needs to be completed and attached to this document.

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