



## JOB DESCRIPTION – DIRECTOR OF FINANCIAL SERVICES

**JOB TITLE:** Director of Financial Services

**DEPARTMENT:** Financial Services

**REPORTS TO:** CFO

**PRIMARY FUNCTIONS:** Provides supervision over the Financial Services Department which includes Patient Billing, Patient Collections, Accounts Payable and Prior Authorization.

**QUALIFICATIONS:** Bachelor of Science degree in accounting or business administration or equivalent experience.

Five or more years of medical office experience preferred.

HFMA certification is preferred.

Knowledge of Cerner Community Works is preferred.

### JOB SUMMARY:

### PRIMARY RESPONSIBILITIES AND DUTIES:

1. Maintain a positive work culture in accordance to SCMH Mission, Vision and Value statements.
2. Treats patients, families and co-workers with respect and dignity.
3. Daily Deposit:

Document all cash activity on the “Daily Cash Flow Worksheet”.

Fill out the deposit slip to take to the bank. Break out the deposit into cash and checks. Cash should be broken out for Café Cash and Self-pay Cash. Checks should be broken out for Café Checks, Insurance Checks, and Self-pay Checks. Checks should also be noted if they are for something other than for patient accounts so the CFO can post them correctly. Deliver the deposit to Human Resources to take to the bank. Check all entries to make sure it balances.

Fill out the “Daily Deposit Worksheet” and scan it with EOB’s to transfer to the COB. Deliver this documentation to the CFO. Check all entries to make sure it balances.

Process all credit card payments through the Mx Merchant System.

Cross train another employee to do this job function if you are unable to do it.

4. Cash Posting:



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Revenue Cycle System Post all self-pay cash, checks and credit cards to the appropriate patient account in the Cerner Revenue.

Post all collection receipts to the appropriate patient account.

Post all employee payroll deduction to the proper account.

### 5. Account Management

Manage with R1 all patient accounts in the Cerner System which includes:

- Reviewing work Ques and resolving issues.

- Communicate with insurance companies and R1 on payment issues.

- Manage patient complaints in respect to billing and collection issues.

- Resolve EOB's with the CBO

Manage all client bill and meals on wheels accounts.

Reviews all data for errors.

Complies with organizational policies regarding ethical business practices.

Acts as a resource when records are audited.

Conducts monthly staff meetings, addresses issues and reviews hospital policies and procedures.

Remains familiar with the "No Surprises Act" requirements. Provides "Good Faith Estimates" to patients when needed.

Monitors the performance of collection agencies. Uses the reports to assure that accounts are referred to the collection agency timely and returned from the collection efforts' are unsuccessful. Assures that returned accounts are written off of AR.

### 6. Patient Financial Assistance

Know and follow the GPHA Financial Assistance policy. Collect and review documentation for patients who need financial assistance. Once this is done, take the documentation to the CFO with recommendation and final approval.

Know and follow the 6 month payment plan policy. Know how to set-up the payment plan in the system.

Know and follow the bank loan policy. Know how to set-up a bank loan.

Answers questions regarding account information whether on the phone or correspondence in a timely and professional manner.

Tracks and reports Medicare Bad Debt and Charity Care deductions from revenue and



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provides input for annual reporting.

7. Update the Blue Cross Availity information quarterly.
8. Understands and oversees the Prior Authorization, Collection and Accounts Payable processes. Helps out when needed or there are staffing issues.
9. Participates in GPHA, R1, and department head monthly meetings.
10. Provides input for the annual budget and monitors it monthly.
11. Orders department supplies as needed.
12. Other items that may be assigned by the CFO.

### **OTHER RESPONSIBILITIES AND DUTIES:**

1. Adheres to and supports all hospital policies and procedures.
2. Monitors key performance indicators as identified by the CFO and reports to the quality program and team members.
3. Completes annual educational requirements (Health Stream)
4. Wears identification badge when on duty.



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### JOB SPECIFICATIONS

<b>EDUCATION:</b>	Bachelor of Science in Accounting or Business Administration.
<b>CONTINUING EDUCATION:</b>	HFMA or GPHA CE as determined by the CFO.
<b>EXPERIENCE:</b>	Five or more years of medical office experience preferred.
<b>ESSENTIAL TECHNICAL MOTOR SKILLS</b>	Requires a full range of motion including finger dexterity and hand-eye coordination.
<b>INTERPERSONAL SKILLS:</b>	Maintains a good working relationship with co-workers and is a good team player. Has good communication skills with co-workers, patients and families.
<b>ESSENTIAL MENTAL ABILITIES:</b>	May work under stressful conditions at times.
<b>ESSENTIAL SENSORY ABILITIES</b>	Requires corrected vision and hearing to normal range.
<b>EXPOSURE TO HAZARDS:</b>	None