

Medical Billing/ Practice Manager

Specialty practice seeking Office Manager /Billing Manager who is responsible for all aspects of our billing department. This includes experience with inpatient/outpatient billing & coding, accounts receivable and credentialing providers with Medicare, Medicaid (AHCCCS) and commercial health plans. The ideal candidate will have a minimum of 5 years' experience in billing management and possess the skills necessary to improve our current coding and billing procedures and reduce payment delays.

Job responsibilities include:

- Oversees daily office operations.
- Assists staff in developing and implementing short- and long-term work plans and objectives for clerical functions.
- Assists staff in understanding/implementing clinic policies and procedures.
- Develops guidelines for prioritizing work activities, evaluating effectiveness, and modifying activities as necessary.
- Ensures that office is staffed appropriately.
- Assists in the recruiting, hiring, orientation, development, and evaluation of staff.
- Establishes and maintains an efficient and responsive patient flow system.
- Oversees and approves office supply inventory, ensures that correspondence is processed, and offices are opened and closed according to procedures.
- Supports and upholds established policies, procedures, objectives, quality improvement, safety, environmental and infection control, and codes and requirements of accreditation and regulatory agencies.
- Ability to problem-solve
- Direct knowledge of front and back office duties
- Experience working in a private medical practice is preferred, but not required
- As needed cross-coverage with both front office and back office duties.
- Human Resources
- Interviews, hires and trains new team members
- Conducts performance reviews
- Counsels and mentors team members
- Supervises and maintains accurate time clocks
- Customer Service
- Ensures patient and referral satisfaction, including troubleshooting complaints and developing improvements to prevent recurrence
- Manages people and processes to achieve optimal service levels and availability for referring offices
- Accounts Receivable:
- Co responsibility for financial performance of revenue cycle, including collecting at time of service, accurate insurance benefits, patient education, treatment plan presentation
- Timely insurance claims submission, coding overview, precertification and predetermination processes.
- Records, Data and Reporting
- Creates monthly practice KPIs
- Tracks expenses and submits expense reports
- Maintains practice records, including patient records

- Ensures regulatory compliance with HIPAA, OSHA, labor laws, and other local, state and federal regulations.
- Other duties as required, such as filling in for absent employees, or as assigned.
- **Minimum Qualifications:**
- Associates, Bachelor's degree or equivalent in education and experience, plus five (5) years of relevant experience, which MUST include healthcare workflow operations and front end management.
- Must have strong strategic planning and implementation skills; ability to communicate effectively; superior communications, written and interpersonal skills.
- Candidate must be a strategic thinker with strong proven leadership capabilities; and have a track record of partnership development (business to business and client to client). Self-motivated and ability to effectively prioritize and implement multiple priorities in a cross functional team required.
- Knowledge of current technology -EMR systems.
- Associates Degree (required), Bachelor's Degree or higher (preferred)
- Minimum of 5 years of medical management experience
- Ability to problem-solve
- Direct knowledge of front and back office duties
- Experience working in a private specialty medical practice is preferred, but not required
- Exceptional customer service skills demonstrating positive professionalism in all interactions
- Proficient in Microsoft Office with the ability to learn new software programs quickly
- Ability to efficiently and effectively populate reports using Microsoft Excel
- Self-motivated, able to multi-task, flexible, pro-active team player
- Can work independently with minimal supervision

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Salary: DOE

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Work Location:One location

Benefits:

- Health insurance
- Dental insurance
- Paid time off

Job Type: Full-time