

**CENTRAL MONTANA MEDICAL CENTER
MANAGEMENT POSITION DESCRIPTION**

Position Title	BUSINESS OFFICE MANAGER	Grade	
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Department	FISCAL SERVICES	Exempt	X
Immediate Supervisor	CFO		
Supervisor next in line	CEO	Workweek	40

POSITION SUMMARY

Supervises and coordinates Business Office services and department activities, particularly patient insurance benefits (all 3rd party payers), posting, billing, collection, cashiering and Admissions.

Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:

- Actions and communications that contribute to a team concept and create a **positive** environment for **all** customers
- Acceptable performance of essential and all job duties
- Acceptable attendance record
- Accountability for safety to self, patients, visitors and all customers, and care of equipment and building
- Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct
- Accountability for the consequences of own actions
- Physical and emotional ability to perform essential functions
- Acceptable background investigation results if required for position

Minimum Education, Experience, Licensure, Certification required:

High school graduate or equivalent; College level desired. Hospital, Clinic, Home Health, Hospice or DME background and/or experience with 3rd party payers required. Must have ability to perform mathematical computations and have good written and verbal communication skills. Supervisory experience required.

ESSENTIAL FUNCTIONS/DUTIES:
(Must be able to perform with or without accommodation)

1	Supports and demonstrates Central Montana Medical Center's Vision, Mission and Values Statements.
2	Responsible for overall operation of the Business Office/Admissions Department.
3	Maintains documentation and meets requirements for Quality Assurance/Improvement.
4	Completes employee evaluations on time, offers guidance for professional growth when/where appropriate.
5	Develops and demonstrates effective communication tools to disseminate information and interact with department's and organization's staff.
6	Participates in meetings and events as required or requested.
7	Completes required productivity reports in a timely manner.
8	Supervises the administration of the Charity Care program including taking applications, making determinations and keeping records and files as required by Federal regulations.
9	Responsible for month end reports for Bad Debt Recovery and Reserve for Bad debt. Supervises collection activities and forwarding of delinquent accounts to 3 rd party collection agencies with final approval from the CFO.
10	Develops, recommends and administers Fiscal Services and Admissions department's operating and Capital budgets.
11	Prepares monthly Payroll and General checking bank account reconciliations. Reconciles monthly other General Ledger Accounts as assigned.
12	Evaluates financial and collection policies and procedures and makes recommendations for improvement. Initiates changes in procedures as needed. Administers policies and procedures appropriately.

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- 13 Coordinates distribution of related publications and maintains log.
- 14 Monitors Accounts Receivable reports to maintain established AR standards for Hospital, Clinic, Home Health, Hospice and DME.
- 15 Maintains Confidentiality regarding patient's admission, medical and billing information.
- 16 Communicates with all departments responding to patient concerns and billing issues.
- 17 Prepares month end reports for DME, Home Health and Hospice.
- 18 Completes other duties as assigned.

Knowledge, Skills, Abilities:

Knowledge of:
 Business Office Management
 Legal issues concerning medical clients
 Credit/collection procedures
 3rd party payers
Ability to:
 Communicate verbally in person, on the phone and in writing
 Deal effectively with all personality types using sensitivity and tact as well as management skills
 Prioritize tasks and handle numerous situations
 Supervise staff
Skills:
 Bookkeeping
 Computer applications

OCCUPATIONAL EXPOSURE for this position:

	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
X	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

OTHER EXPOSURE for this position:

	Radiation	
	Noise	
	Other (Specify)	

PHYSICAL DEMANDS:

(Essential functions strength rating for position - see Job Analysis)

X	Sedentary	Exert up to 10# occasionally or negligible force frequently
	Light	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
	Medium	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	Heavy	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	Very Heavy	Exert > 100# occasionally, > 50# frequently or > 20# constantly

I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.

Employee's Signature	Supervisor's Signature	Date