

**CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION**

Position Title	Registration Manager	Grade	
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Department	Fiscal Services	Exempt	X
Immediate Supervisor	CFO	Non-exempt	
Supervisor next in line	CEO	Workweek	40

POSITION SUMMARY

This position provides leadership to Patient Registration staff while managing the daily operations of the department(s) and front-end revenue cycle functions. This individual will ensure the team maintains compliance with all applicable regulatory requirements. Promotes exceptional patient experiences by demonstrating a high quality and professional level of service at all times and educates staff to achieve the hospital's standards.

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:

Bachelor's degree in Business, Accounting, or related field preferred
1-3 years Management experience preferred.

ESSENTIAL FUNCTIONS/DUTIES:

(Must be able to perform with or without accommodation)

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| 1 | Oversees the responsibilities related to the daily workflow of the department(s). |
| 2 | Manages and evaluates performance of admissions staff and supervisors/leads. This may be completed in conjunction with supervisors/leads. |
| 3 | Provides training and orientation education for all new registration staff. |
| 4 | Monitors and carries out departmental standards regarding customer service, quality registrations, financial counseling and employee performance. |
| 5 | Analyze and utilize the data from various sources to coordinate staffing volume, workflow and processes to ensure optimal functionality within the department(s). |
| 6 | Responsible for the oversight of the quality of all registrations by establishing and maintaining an ongoing quality assurance process, which includes feedback to employees, supervisors/leads. |
| 7 | Remains abreast of payer requirements as it relates to authorizations, medical necessity and eligibility |
| 8 | Prepares miscellaneous billings and reconciles the accounts monthly. |
| 9 | Contribute to A/R goals and seek ways to control costs without compromising safety or quality of care |
| 10 | Works closely with Revenue Cycle to correct errors, streamline processes, and provide solutions for financial growth. |

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11	Responsible for staffing, budgeting, planning, and development of policy and procedures of the department(s)
12	Responsible for hiring, termination and discipline of staff members.
13	Monitors QA measures for the department(s).
14	Training staff members to provide the highest standards of customer service.
15	Completes other duties as assigned.

Knowledge, Skills, Abilities:

Knowledge of:
 Registration processes
 Healthcare Technology
 Revenue Cycle principles

Ability to:
 Communicate effectively
 Perform duties independently
 Supervise Staff

Skills:
 Time Management
 Problem Solving
 Critical Thinking
 Customer Service

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.

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Employee's Signature	Supervisor's Signature	Date