

**CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION**

Position Title	Revenue Cycle Technician	Grade	
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Department	Health Information Management	Exempt	
Immediate Supervisor	Revenue Cycle Manager	Non-exempt	X
Supervisor next in line	Chief Financial Officer	Workweek	

POSITION SUMMARY

The Revenue Cycle Technician is responsible for administrative tasks that enhance and support the efficiency of revenue cycle services, through data analysis, critical thinking, collaboration, and operational excellence.

Responsible for offering financial advice and assistance to patients regarding their medical bills. Act as a liaison between patient and their insurance company. Assist in completing Financial Assistance applications and payment plans.

This role requires a blend of analytical and technical skills to ensure efficient processes and excellent patient experience.

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 Diploma or Equivalent
 - Minimum of 2 years of experience in patient access, or a similar role within a healthcare setting.
 - Strong understanding of healthcare operations, insurance processes, and government programs.
- Career Path:**
- Career advancement opportunities within the department include position certifications through FinThrive, NAHAM, and HFMA.

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

1	Reviews, analyzes and interprets information returned in the claim scrubber to ensure clean claim submissions for the Patient Access Department for both clinic and hospital settings, in coordination with automated BOT.
2	Educates patients about payment options and financial assistance.
3	Effective communication with patients, families, providers, and insurance providers.
4	Negotiate patient payment arrangements
5	Cashier back-up
6	Responsible for reviewing accounts and submitting HIM duplicate requests for appropriate encounter and profile merges.
7	Review and upload completed documents into electronic health record.

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8	Manages the review and completion of task queues
9	Generate and analyze reports related to patient access metrics, providing insights and recommendations.
10	Maintain a thorough understanding of health insurance and government programs to support revenue cycle operations.
11	Perform other duties as assigned.

Knowledge, Skills, Abilities:

- Excellent organizational and time management skills.
- Strong interpersonal communication skills.
- Demonstrated ability to work independently with minimal or no supervision and as part of a team.
- Excellent research skills.
- Advanced computer skills, including a high degree of proficiency in Microsoft Word, Excel, Teams and Outlook.

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	
X	Other (Specify)	Extended periods in front of a PC

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