

Job Title: Revenue Cycle Supervisor (6d)

Department: Finance

Reports to: Vice President of Finance

Effective Date: July 1, 2024

Job Summary:

The Revenue Cycle Supervisor is responsible for supervising the daily operations of the revenue cycle team to ensure efficient and accurate billing and collections. This role involves managing patient accounts, ensuring compliance with regulatory standards, optimizing revenue generation, and supporting the team of billing and collection specialists. The Revenue Cycle Supervisor plays a vital role in the financial health of the center, ensuring that all billing practices align with the organization's mission to provide high-quality behavioral health services.

Duties/Responsibilities:

- Supervise and support the billing and collections team, ensuring effective and efficient operations.
- Train, mentor, and provide performance feedback to staff.
- Conduct regular team meetings to communicate updates and address issues.
- Oversee the day-to-day billing and collections activities, ensuring accuracy and timeliness.
- Manage denied claims and appeals process to maximize reimbursement.
- Monitor accounts receivable and follow up on outstanding balances.
- Ensure compliance with all federal, state, payor and local regulations, as well as internal policies and procedures.
- Conduct regular audits to ensure accuracy and compliance in billing practices.
- Identify opportunities for process improvements to enhance efficiency and effectiveness of the revenue cycle.
- Implement and monitor improvements in collaboration with the VP of Finance.
- Address patient inquiries and concerns regarding billing issues in a professional and compassionate manner.
- Collaborate with clinical staff to ensure accurate documentation and coding.
- Liaise with insurance companies and other third-party payers to resolve billing disputes.

**Performs other related duties as assigned.*

Required Skills/Abilities:

- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to work in a team, both internal and external to organization
- Strong knowledge of healthcare billing, coding, and reimbursement processes.
- Familiarity with healthcare compliance regulations (e.g., HIPAA, Medicare, Medicaid).
- Excellent supervisory and team leadership skills.
- Strong analytical and problem-solving abilities.
- Proficient in healthcare billing software and electronic health record (EHR) systems.

- Outstanding communication and interpersonal skills.
- Ability to work independently and collaboratively in a fast-paced environment.

Education and Experience:

- Bachelor's degree in Healthcare Administration, Business Administration, Finance, or a related field; relevant experience may be considered in lieu of a degree.
- Minimum of 3 years of experience in revenue cycle management, preferably in a behavioral health setting.
- Experience in supervising a team within a healthcare environment.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- 25% of time spent walking or standing