



**NORTHERN ROCKIES MEDICAL CENTER  
802 2<sup>nd</sup> Street SE  
Cut Bank, MT 59427**

Department: Fiscal	Reports to: CFO
Position: Patient Services Manager	
	Department Head:
Effective Date: 07/2008	HR:
Revised Date(s):	Hours: Flexible
	OSHA Exposure Category-II

Purpose: To have a written summary of all the responsibilities required of the Patient Services Manager.

Policy: The Patient Services Manager must be able to fulfill the responsibilities outlined below.

Description of Duties:

- Responsible for the day-to-day operations of the business office, including admissions, hospital billing, insurance, collections, registration, charge entry, charge master and payment posting functions.
- Prepares and monitors annual department budget.
- Supervisory responsibility for all hospital staff directly involved in the above functions. Also responsible for consistently reviewing employee performance, employee leave request and employee conflict resolution.
- Maintains working knowledge of payment methods and billing procedures used by Federal, State and Commercial payers.
- Ensures the timely posting, billing and collection of all patient charges, meeting industry standards and NRMC policy of accounts receivable days.
- Monitors bad debt, assuring that all collection efforts have been attempted.
- Supervises the preparation and maintenance of departmental policies and procedures.
- Consistently monitors billing and collections, utilizing quantitative productivity reports and updates the CFO accordingly.
- Provides staff with updates and educational material to ensure that they are abreast of current billing and collection practices.
- Maintains a current charity policy for the hospital and clinic, ensuring that guidelines approved by the board are followed.
- Resolves patient, physician, and administrative and interdepartmental disputes in regards to account balances.

- Reviews remittance advices from third party payers to determine errors or significant trends in reimbursements and/or denials.
- Ensures appropriate orientation and training of new-hires within the business office.
- Attends various committee, medical staff and/or hospital board meetings as requested.
- \*\*Every effort has been made to make this position description as complete as possible. However, it in no way states or implies that these are the only duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

#### WORK

ENVIRONMENT: Acute care hospital, professional office area, well lighted and ventilated. Must tolerate noise, distractions, and interruptions common to the professional office environment.

DRESS CODE: Complies with hospital and department dress code. Wears name badge with job title and credentials clearly visible.

#### Qualifications:

1. Bachelor of Science Degree in Accounting, Finance, or other business Administration Specialty, or 5 years of Health Care Business Practice experience.
2. Proficiency with PC software including but not limited to knowledge of Excel, Microsoft Word, Etc.
3. Must be familiar with Medical Terminology
4. Requires repetitive, bending, pulling, pushing, kneeling, walking and lifting up to 50 lbs.
5. Must be able to read and write English fluently.
6. Must be able to clearly and accurately communicate with nursing, physicians, administration and public
7. Visual acuity within normal limits. Must be able to read charts, orders, notes, and office reports.
8. Must obtain CPR with-in six (6) months of hire.

I HAVE READ THE ABOVE JOB DESCRIPTION AND ACCEPT THE RESPONSIBILITIES AS OUTLINED. I KNOW OF NO REASON THAT WILL KEEP ME FROM PERFORMING THE DUTIES AS DESCRIBED WITHOUT REASONABLE ACCOMMODATIONS BEING MADE BY NRMC. I AGREE TO INFORM MY SUPERVISOR IMMEDIATELY IF I AM UNABLE TO PERFORM AS EXPECTED.

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_