

POSITION OVERVIEW

Job Title: RCM Performance Manager
Business Title: NA
Job Code: CMPPMGR
FLSA Status: Exempt
Department: RCM
Reports to: David Odom
Location: Remote

POSITION SUMMARY

Radiology Partners is seeking a Manager of Revenue Cycle responsible for transitioning new billing teams into RP's Revenue Cycle operations. This involves analyzing daily metrics to ensure billing teams are able to maintain service quality and standards post-transition; identifying opportunities and implementing special projects for Revenue Cycle process improvement; and establishing clear lines of communication between the billing team and other resources within RP and the RCM team such as coding, analytics, and IT. The Manager of Revenue Cycle will report to the Director, Revenue Cycle and will focus on building relationships with focal points on various billing and shared service teams to foster collaboration and drive results.

POSITION DUTIES AND RESPONSIBILITIES (*HIGHLIGHTED ITEMS SHOULD ONLY BE ADDED TO PEOPLE LEADER JOB DESCRIPTIONS.)

- Develop and maintain strong relationships with contacts on various billing teams; this position will manage multiple billing teams at once
- Monitor performance of billing teams at many different levels to ensure they understand and execute according to performance standards and expectations
- Review daily, weekly and monthly key AR performance metrics to identify trends or areas of focus; work with billing teams to develop, document and implement action plans, as appropriate, to address client issues and ensure claims are submitted and paid in a timely manner
- Coordinate resolution of issues and concerns regarding claims processing and billing issues
- Ensure integrity and compliance in all collections-related processes
- Analyze data to identify trends related to denials and rejections; develops and executes plans to avoid, reduce and resolve denials and rejections
- Work together with billing teams and track implementation of process improvement initiatives
- Creatively use technology and innovation to solve issues and improve processes
- Direct and ensure the timely completion of project/work plans
- Maintain knowledge of and ensure compliance with state and federal laws, regulations for Medicare, Medicaid, managed care and other third party payers
- Work with billing teams to solve difficult payment and associated business office problems including claims processing and billing issues across the revenue cycle as well as escalated patient complaints and audits problem accounts
- Lead the planning and coordination of meetings
- Promotes communication and cooperation among teammates to create a spirit of unity in the department.
- Works closely with leadership and teammates to improve work relationships, build morale, and increase productivity and retention.
- Provides day-to-day performance management guidance to direct reports (e.g., coaching, counseling, career development, disciplinary actions).

KNOWLEDGE, SKILLS, AND ABILITIES

- Demonstrated knowledge of Healthcare reimbursement/collections, medical billing, CPT/ICD9/ICD10 coding, financial reporting and management, with a strong knowledge of the collections process
- Radiology Revenue Cycle and Billing experience is preferred
- Experience in billing system and payor setup / configuration
- Ability to adapt to changes in the work environment and manage competing demands
- Excellent inter-personal, verbal, and written communication skills
- Advanced computer skills and proficiency in MS Excel and PowerPoint required; intermediate skills in MS Word and Outlook required
- Demonstrated ability to successfully lead process improvement projects
- Excellent relationship building skills and aptitude for working collaboratively with cross-functional groups
- Effectively thinks big picture and also has ability to drill down into the details
- Strong communications skills; ability to listen attentively and to communicate information clearly and effectively
- Self-starter with high degree of drive, initiative, and follow through

REQUIRED QUALIFICATIONS

- B.A. or B.S. in Business Administration or related field from a four year College or University and 7 or more years of related experience; or an equivalent combination of education and experience
- 4-5 years of supervisory experience in revenue cycle in a fast paced, high volume, managed care environment

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

☒ Never ☐ Occasionally ☐ Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

☒ Never ☐ Occasionally ☐ Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

☐ Never ☐ Occasionally ☒ Constantly

Moving about to accomplish tasks or moving from one worksite to another.

☐ Never ☐ Occasionally ☐ Constantly

Adjusting or moving objects up to 15 pounds in all directions.

☒ Never ☐ Occasionally ☐ Constantly

Communicating with others to exchange information.

☐ Never ☐ Occasionally ☒ Constantly

Repeating motions that may include the wrists, hands and/or fingers.

☐ Never ☐ Occasionally ☒ Constantly

Operating machinery and/or power tools.

☒ Never ☐ Occasionally ☐ Constantly

Operating motor vehicles or heavy equipment.

☒ Never ☐ Occasionally ☐ Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

☐ Never ☐ Occasionally ☒ Constantly

Environmental Conditions

Low temperatures.

☐ Never ☐ Occasionally ☐ Constantly

High temperatures.

☐ Never ☐ Occasionally ☐ Constantly



Outdoor elements such as precipitation and wind.

☐ Never ☐ Occasionally ☐ Constantly

Noisy environments.

☐ Never ☐ Occasionally ☐ Constantly

Hazardous conditions.

☐ Never ☐ Occasionally ☐ Constantly

Poor ventilation.

☐ Never ☐ Occasionally ☐ Constantly

Small and/or enclosed spaces.

☐ Never ☐ Occasionally ☐ Constantly

No adverse environmental conditions expected.

☐ Never ☐ Occasionally ☐ Constantly

Physical Demands

Sedentary work that primarily involves sitting/standing.

☐ Never ☒ Occasionally ☐ Constantly

Light work that includes moving objects up to 20 pounds.

☒ Never ☐ Occasionally ☐ Constantly

Medium work that includes moving objects up to 50 pounds.

☒ Never ☐ Occasionally ☐ Constantly

Heavy work that includes moving objects up to 100 pounds or more.

☒ Never ☐ Occasionally ☐ Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate's Signature

Date