

## **POSITION OVERVIEW**

Job Title:	Supervisor, Revenue Cycle
Business Title:	Revenue Cycle Management Supervisor
Job Code:	SUPRCM
FLSA Status:	Exempt
Department:	Revenue Cycle Management
Reports to:	RCM Associate Director
Location:	Remote-USA
Draft Date:	03/11/2026
Revision Date:	3/13/2026
Approved By:	Krystal Batson
Role:	People Leader

## **POSITION SUMMARY**

Radiology Partners is seeking a Revenue Cycle Management Supervisor to represent Radiology Partners in supervising Accounts Receivable teams and managing workflow. Accurate management of departmental assets will position the company strategically with a firm foundation, enhance the organization's growth potential, and ensure the organization's overall sustainability.

## **POSITION DUTIES AND RESPONSIBILITIES**

**Oversees** daily revenue cycle operations including accounts receivable management, denial management, insurance follow-up, and claim resolution to ensure timely reimbursement.

- **Supervises and evaluates** the performance of assigned staff; establishes performance expectations and monitors productivity and quality metrics
- **Monitors and analyzes** daily, weekly, and monthly key performance indicators to identify trends, operational issues, and opportunities for improvement; collaborates with the Associate Director to develop and implement corrective action plans.
- **Delegates and assigns** work duties, allocates resources, and monitors workflow to ensure timely completion of assigned tasks and departmental objectives.
- **Investigates and resolves** complex billing issues, payment discrepancies, and claim processing problems across the revenue cycle; audits problem accounts and addresses escalated patient concerns when necessary.
- **Identifies and reports** payer reimbursement issues, denial trends, and operational barriers to leadership; recommends solutions to improve revenue cycle performance.
- **Participates in** the design, implementation, and management of process improvements to increase operational efficiency and optimize reimbursement.
- **Maintains and disseminates** knowledge of payer-specific policies, billing requirements, and procedural changes to ensure staff remain informed and compliant.
- **Serves as** a subject matter expert for revenue cycle processes and provides staff with the tools, resources, and job aids necessary to meet productivity and quality standards.
- **Provides** day-to-day leadership, coaching, and performance management guidance to direct reports including counseling, career development support, and disciplinary action when appropriate.
- **Conducts** regular one-on-one meetings with staff to review productivity, performance goals, and professional development.
- **Determines** staffing requirements and coordinates recruitment, hiring, onboarding, and training activities for new employees.
- **Promotes** communication and cooperation among teammates to foster a collaborative work environment and a strong sense of unity within the department.
- **Works closely** with leadership and teammates to strengthen working relationships, build morale, and improve productivity and retention.
- **Communicates and distributes** organizational updates, departmental policies, and operational changes to ensure staff remain informed.



- **Responds to and manages** daily operational communications from facilities, staff, leadership, vendors, and external stakeholders.
- **Maintains** knowledge of federal and state regulations including Medicare, Medicaid, managed care requirements, HIPAA standards, and billing and coding regulations including ICD-10.
- **Ensures compliance** with applicable payer policies, regulatory requirements, and organizational procedures.
- **Performs** other duties and special projects as assigned.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge**

- Knowledge of revenue cycle workflows supporting outpatient imaging and interventional radiology (IR) services in a physician office setting (POS 11) preferred.
- Knowledge of healthcare revenue cycle processes including accounts receivable, insurance follow-up, and denial management.
- Knowledge of third-party payer reimbursement methodologies including Medicare, Medicaid, and commercial insurance.
- Knowledge of billing and coding regulations including ICD-10, CPT, and HCPCS.
- Knowledge of healthcare compliance regulations including HIPAA.
- Knowledge of payer policies, claim submission requirements, and appeals processes.

### **Skills**

- Strong analytical and problem-solving skills to resolve billing and reimbursement issues.
- Effective leadership and staff management skills including coaching and performance management.
- Strong written and verbal communication skills.
- Proficiency in Microsoft Office applications including Word, Excel, Outlook, and PowerPoint.
- Strong organizational and time management skills in a fast-paced environment.

### **Abilities**

- Ability to analyze complex claims and determine appropriate resolution strategies.
- Ability to lead and motivate staff while maintaining accountability for productivity and quality.
- Ability to interpret payer policies and apply them to claims and appeals.
- Ability to maintain confidentiality and protect sensitive patient information.
- Ability to collaborate effectively with internal teams and external stakeholders.

## **REQUIRED QUALIFICATIONS**

- High school diploma or equivalent required; Associate's or Bachelor's degree in healthcare administration, business, or a related field preferred.
- **Minimum of five (5) years of experience in healthcare revenue cycle operations**, including insurance follow-up, and denial management.
- **Minimum of two (2) years of supervisory or team leadership experience**, including staff coaching, performance management, and productivity oversight.

## **PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE**

- Experience supporting revenue cycle operations for outpatient imaging or interventional radiology services in a physician office setting.
- Experience monitoring revenue cycle performance metrics, such as AR aging, and denial rates
- Experience resolving complex payer denials and escalated reimbursement issues.

### **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.

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Support Teammate's Signature

Date