



P.O. Box 2490  
Marrero, LA 70073  
(504) 371-8960

**JOB TITLE:** Billing Manager  
**DEPARTMENT:** Finance  
**REPORTS TO:** Chief Financial Officer  
**FLSA STATUS:** Exempt

**GENERAL SUMMARY OF DUTIES:** Manages patient account and reimbursement services for all units of the agency that requires third party and other billing related functions; implementing and enforcing policies and procedures, as well as streamlining effective billing processes (with the exception of grants and contracts). This position is highly visible and requires a strong leader with the ability to prioritize, plan, and direct the department. Proven track record for improving process efficiencies and solving problems. The manager will perform the following duties personally or through subordinates.

**SUPERVISION EXERCISED:** Manages the Billing Department; is responsible for the overall management, condition and evaluation of this unit; also directly supervises non-supervisory employees. Carries out managerial responsibilities in accordance with the agency's policies and applicable laws; responsibilities include interviewing and training employees, planning, assigning and directing work; appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.

**ESSENTIAL FUNCTIONS:**

- Create and manage the billing functions through an office of Centralized Billing. Will supervise all Billing, patient billing related positions, and related state of the Central Billing Office.
- Develops, evaluates, implements and revises policies and procedures related to billing and reimbursement activities.
- Ensures accounts receivables records are maintained in a confidential manner and in accordance with standard accounting procedures.
- Maintains appropriate internal controls over accounts receivables.
- Ensures security of cash payments on accounts.
- Monitors accounts sent for collections and reimbursements from insurance companies and other third party payers.
- Reviews, monitors and evaluates third party reimbursement compliance and researches variances.
- Keeps abreast of all reimbursement billing procedures of third party and private insurance payers and government regulations.
- Field Operators' problem escalation and customer service.
- Assist in training and tracking communications related to Front Desk issues.
- Works with outside accounting and management consulting firms in preparation of financial studies and audits related to patient accounts.
- Manages the inpatient and outpatient charge postings, billing and collection operations to ensure consistent application, interpretation and implementation of policies and procedures.
- Plans, develops and implements in-service education program for assigned staff.
- Plans work schedules and assigns work to staff to ensure adequate service and coverage.
- Conducts staff meetings to discuss new or modified procedures within department.
- Plans, prepares and administers annual department budget in conjunction with the Chief Financial Officer.

- Develops and maintains budgetary controls.
- Researches and selects equipment and supplies for unit.
- Coordinates activities of department with other departments within the agency.
- Prepares reports, statistics and surveys related to billings, collections and reimbursements.
- Other job duties as assigned by the Chief Financial Officer.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION/EXPERIENCE:** Bachelors Degree from a four-year college or university; or a minimum of three (3) years direct billing related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS:** Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations; Ability to write reports, business correspondence and procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.

**MATHEMATICAL SKILLS:** Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical solutions.

**REASONING ABILITY:** Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Certification as a biller/coder required.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, with proper medical documentation/clearance, if applicable.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

This job description includes the major duties and responsibilities of the job but is not inclusive of every task inherent in the job. In addition, it may be occasionally necessary for employees to be assigned tasks not specifically covered by their permanent assignment. Employees will be expected to comply with reasonable requests from their supervisor.

I have read and understand the job description for this position. I agree to abide by all the duties and responsibilities for the job including any reasonable request from my supervisor. I also understand that I will be evaluated based on these job specific performance standards.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chief Financial Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Manager

\_\_\_\_\_  
Date