



521 4th Street Havre, Montana 59501 • Phone: 406-395-4305 • Fax: 406-395-5643 • www.bullhook.com

Bullhook Community Health Center (BCHC) is an equal opportunity employer. BCHC shall, upon request, provide reasonable accommodation to otherwise qualified individuals with disabilities.

Job Title: Patient Accounts Manager
Supervisor: Chief Finance Officer
Salary Range: \$ 48,479 - \$ 71,490

Department: Finance
Supervises: Billing Clerks

Job Overview: Functions as a member of the management team and provides direct supervision to the billing staff. Duties include management, record keeping, coding, patient and insurance billing, telephone duties, scheduling appointments, typing, computer operation, assisting with month end close, copying and miscellaneous business office related functions, and other duties as assigned.

Essential Functions (Major Duties or Responsibilities):

1. Responsible for billing procedures which include but not limited to accurate and timely preparation and submission of claims to third-party payors and self-pay patients.
2. Answers inquiries and correspondence relating to patient billing.
3. Responsible for accurate accounting of all claims.
4. Works with state and federal agencies to ensure the health center is up to date on billing regulations and requirements.
5. Risk Management - Acts as the health center HIPAA Security Officer. Keeps an up to date understanding of HIPAA Security Rules and any and all changes to the law. Develops and implements policies and procedures to safeguard PHI. Identifies and evaluates threats to the integrity of PHI. Develops and implements action plans for addressing risks to PHI.
6. Responsible for being the Compliance Officer for auditing and billing issues.
7. Monitors billing process to ensure accurate and timely processing and collection of claims. Provides constructive feedback and training to staff
8. Responsible in ensuring that all providers are enrolled and credentialed with insurance companies so that the health center can bill in a timely manner.
9. Coordinates electronic processing of claims with third party vendors.
10. Ensures payments are recorded on a timely basis.
11. Keeps updated on requirements by insurance companies and ensures systems are updated at the health center to comply.
12. Files reports, documents, and other paperwork properly.
13. Records all payments according to the health center's policies and procedures.
14. Maintains pleasant, professional atmosphere in working with patients, physicians, and other clinic personnel and the general public.
15. Maintains records accurately and assists with quality assurance and statistical data compilation.
16. Other duties as assigned by supervisor.
17. Is a flexible member of the administrative team able to temporarily cover other areas of the facility
18. Participation in problem solving, disease collaborative efforts, and quality improvement efforts throughout the clinic
19. Further the mission of the health center through active support of the strategic goals.

Management Responsibilities:



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1. Manages training needs, initiates development of subordinates, and recommends effective personnel action. Coordinates personnel issues as defined by Bullhook's policy and procedure manual, as well as supervising support staff in fiscal duties and office procedures. Direct supervisor to billing personnel.
2. Maintains appropriate communications within area of responsibility.
3. Keeps employees informed of Center's plans and progress.
4. Coordinates activities of associated business relationships. Seeks mutual agreement on problems involving coordination.
5. Makes recommendations for improving effectiveness of policies and procedures.
6. Ensures that duties, responsibilities, authority and accountability of all direct subordinates are defined and understood.

Skills and Attitudes

1. Experience working with limited resource population.
2. Ability to work with grace under pressure
3. Ability to work in a team and to share responsibilities and duties
4. Ability to resolve interpersonal conflict in a straightforward and timely manner
5. Ability to set priorities, be organized, and be a self-starter
6. Ability to be friendly, empathic, and an adept communicator.
7. Ability to treat both staff and patients with respect

Minimum Qualifications (Education and Experience):

- Bachelor's Degree preferred.
- Must have a thorough understanding of Medicare, Medicaid, Managed Care, HMOs, PPOs, and private insurance companies, as well as an understanding of ICD-10 and CPT coding, EMR, and Medicare Quality Initiatives.
- A minimum of 5-7 years of experience in medical/dental billing and coding (to include 2 years of program management experience). Certified Coder Designation preferred.
- Billing and coding knowledge in primary care required, including capitation and fee for service systems.
- Knowledge of Federally Qualified Health Center reimbursement methodologies preferred.
- Maintains current working knowledge of electronic health record / practice management system billing module.
- Proficient in written and spoken English.
- Ability to independently obtain, interpret, and communicate information.
- Communicate effectively with providers, other staff, and outside vendors. Must be well-organized and detail oriented.
- Valid Driver's License preferred; reliable transportation required.

Supervision: Billing Department

Physical and Environmental Demands: Work is performed in an office, in-home and clinic setting; stands, walks with intermittent sitting; reaches for and uses writing instruments and keyboard; reads reports and other



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written materials; extensive use of telephone and oral communication with the public and coworkers; stoops; bends; kneels; reaches for; picks up; and pushes or pulls; ability to lift up to 30 pounds.

Special Requirements: N/A

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor	Title	Date
CEO/COO Review	Title	Date

My signature below indicates that I have read this job description.

Employee	Title	Date
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