



Experts in Orthopedic Care

BUSINESS OFFICE SUPERVISOR

POSITION SUMMARY
<p>Oversee the operations and team members of the Business Office, assist the Business Office Director, perform daily, weekly and monthly tasks, perform tasks of a team member in their absence, as needed, and oversees the training of new team members. Work is conducted remotely, outside of a traditional office environment. Must be able to perform work at a dedicated work space with limited interruption or distraction, and high speed capacity with 25 Mbps download speed/10 Mbps upload speed.</p>
ESSENTIAL FUNCTIONS
<ul style="list-style-type: none"> • Provide supervisory support for the Business Office, overseeing all activities of personnel to ensure efficiencies and productivity. • Identify inefficiencies and additional training needed. • Communicate with staff to determine needs, goals, and necessary changes in systems or policies. • Recommend various personnel actions including, but not limited to, performance appraisals, disciplinary actions, time off schedules and hiring. • Oversee tasks dealing with the daily operations of the Business Office to include: claim creation, coding, claim follow-up, patient billing and follow-up, posting (payments and adjustments), refunds, credentialing, monitoring work volume and the A/R; insuring claims are filed timely and paid correctly or appealed. • Identifies, researches and resolves patient inquiries regarding their billing or outstanding balance. • Develops, implements and maintains revenue cycle standard operating procedures. • Act as a liaison between the Clinic and the Business Office. • Perform other responsibilities associated with this position as deemed appropriate to ensure the success of the Business Office.
GENERAL COMPETENCIES DESIRED
<ul style="list-style-type: none"> • Knowledge of posting procedures, Medicare billing guidelines, CCI edits, modifiers, reading dictation, CPT and ICD-9/ICD-10 • Knowledge of multiple procedure bundling issues, billing for surgeons, assistant surgeons, and PA/ARNP surgical assist • Broad knowledge of contracts, contractual issues, multiple surgery discounts, PPO discounts and the ability to know when a payer has not paid a claim properly • Ability to maintain confidentiality of patient and personnel information • Ability to identify and resolve errors and problems • Detail-oriented paying close attention to accuracy • Strong interpersonal and supervisory skills • Strong PC skills required to include all Microsoft applications, practice management systems and electronic health records
PHYSICAL DEMANDS
<p>Requires sitting for long periods of time. Working in a remote office environment. Some bending and stretching required. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, telephone, calculator and other office equipment. Requires normal range of hearing and eye sight to record, prepare and communicate appropriate reports. Requires the ability to work under stressful conditions and/or irregular hours to meet deadlines.</p>
CREDENTIALS DESIRED
<p>Must have a high school diploma or equivalent education and at least three years of prior work experience in a medical business office. Supervisory experience preferred.</p>