

## FINANCE AND BILLING SUPERVISOR

### GENERAL SUMMARY

The primary functions of the job are to independently perform professional and technical work to manage an accurate and responsible representation of the medical billing activities and transactions of the County or a department.

Employees in this job have formal supervisory roles, and will be responsible for training, guiding, or leading employees in the designated work unit.

Employees must meet the minimum requirements and conditions of employment and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodation.

This position may require irregular hours. The employee may be required to travel in his or her own vehicle.

### PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Oversees the development, operation, and coordination of the billing, accounting and financial activities for a County wide function or a department.
- Prepares monthly financial statements and supplemental reports and documents as required.
- Assist in the month-end closing process by compiling and analyzing account information.
- Provide financial analysis and spreadsheet development as needed to support annual budgeting process, evaluation of new or modified contracts, or evaluation of new services.
- Supervise, train, and assist the Accounting Technician capture revenue from Medicare, Medicaid, insurance companies, and other financial third parties involved in patient payment.
- Support other accounting department staff by answering questions and coordinating duties that have some overlap.
- Supervise finance department personnel, which includes work allocation, training, and problem resolution.
- Oversees the operations of the billing process, encompassing medical coding, charge entry, claims submissions, payment posting and accounts receivable follow-up. Ensure that billing and cash receipt transactions are accurately processed and recorded appropriately in the general ledger.
- Analyze accounts receivable balances and ensure follow-up on older balances.
- Analyze pricing of services and make recommendations for changes needed.
- Supervise overall billing operations, changes in billing requirements, and deviations in normal billing processes.
- Assist in the electronic billing through the department's electronic health record system.
- Serves as the practice expert and go to person for all coding and billing processes.
- Plans and recommends policies and procedures for patient insurance documentation, workload coding, billing and collections, and data processing to ensure accurate billing and efficient account collection.
- Analyzes billing and claims for accuracy and completeness.

- Supervises the submission of claims to proper insurance entities and follows up on any issues.
- Ensures that the activities of the billing operations are conducted in a manner that is consistent with overall department protocol, and are complying with Federal, State, and payer regulations, guidelines, and requirements.
- Prepares and analyzes accounts receivable reports, monthly financial reports, and insurance contracts.
- Collects and compiles accurate statistical reports.

**EDUCATION, FORMAL TRAINING, AND EXPERIENCE** (minimum requirements)

- Bachelor's degree in accounting or business administration with an Accounting major, with a Master's Degree in Business Administration, Public Administration, or a related field preferred
- Minimum two years of directly related medical billing.

**CERTIFICATIONS, LICENSES**

- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.

**CONDITIONS OF EMPLOYMENT** (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

**DISTINGUISHING CHARACTERISTICS**

Work involves requiring knowledge of Generally Accepted Accounting Principles (GAAP), evaluating the relevance and importance of theories, concepts, and principles to develop different approaches or tactical plans to fit specific circumstances where guidelines may not exist but are flexible and open to considerable interpretation. Independent judgment, personal discretion, and resourcefulness are needed to interpret and apply guidelines. Errors at this level could cause serious, long-term consequences involving substantial financial costs, significantly reduced service to the public, and/or negative media reaction and could impact others outside of a department and may require the intervention of an agency head to resolve. Regular communications with other employees and the public and the handling of difficult people is expected.

**PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS**

- May be required to climb or balance; reach with hands and arms; sit; stand; stoop, kneel, or crouch; talk and hear; smell; use hands to finger, handle, or feel.
- May occasionally be required to lift/move up to 25 pounds.

**KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES** (minimum requirements)

- Advanced proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Ability to research, identify and apply for necessary grants for the health department.
- Considerable knowledge of governmental accounting, budgeting, financial management, and procurement, especially related to the health department.
- Advanced knowledge of federal, state, and local legislation, regulations, and ordinances relevant to the health department.
- Advanced knowledge of the procedures, policies, practices, and fields of knowledge specific to the health department including thorough knowledge of modern public health principles, practices, and techniques.
- Knowledge and ability to use a personal computer to prepare reports, maintain records, search for and compile data.
- Advanced interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Knowledge of supervisory and employee management principles, as well as knowledge of labor relations.
- Knowledge of applicable employee rights, protections, and avenues of appeal.
- Knowledge of applicable policies and procedures governing the hiring, employment, and separation of employees.
- Skill in assigning, prioritizing, monitoring, and reviewing work assignments.
- Skill in mentoring and training employees with varying educational backgrounds and aptitudes.
- Skill in anticipating potential personnel issues and taking appropriate action.
- Skill in crisis management, including the management of critical incidents.
- Ability to take initiative and drive organizational excellence.
- Ability to develop and implement managerial policies and prioritize the needs of the department.
- Ability to facilitate meetings and training sessions effectively and efficiently.
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity.
- Ability to represent the County appropriately and effectively at a variety of community events and activities.
- in support of positive public relations initiatives and develop liaison relationships between the community and the County.
- Ability to use sound judgment to detect unusual, harmful, or emergency situations and act accordingly.

## Grand Traverse County, MI Job Description

- Ability to comprehend, process and apply both verbal and written skills appropriate to the job.
- Ability to apply and tactfully enforce complex rules, regulations, policies, and procedures.
- Ability to consistently demonstrate sound ethics and judgment.
- Ability to maintain the confidentiality of information and professional boundaries.