

Culberson Hospital Position Description

Job Title: Clinic Manager/PCMH Care Team
Department: Business Office - Clinic
Reports To: Administrator
FLSA Status: Exempt

SUMMARY: Manage and oversee the daily activities and business operations of the clinic. Maintain inventory control, clinic manuals and minutes of monthly meetings. Collaboration with provider and other members of the patient care medical home (PCMH) care team to provide comprehensive care of the patient.

QUALIFICATIONS:

- Communicate in an effective manner, follow written or verbal instructions and demonstrate good interpersonal skills to deal with team members, patients and families.
- Possess skills necessary to understand medical records and procedures and to communicate effectively with patient and staff.
- Competent in Microsoft Office Word and Excel.
- Possess basic math skills for daily deposit reconciliation.
- Maintain discretion and confidentiality in communications.
- Familiar with policies and procedures regarding reporting and release of protected health information (PHI).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ensures the clinic is open and ready for business at the beginning of each business day.
- Provides oversight to ensure the telephone, triage calls and walk-in patients are handled appropriately.
- Provides oversight to ensure appointments are scheduled appropriately and new patients are given the proper insurance and payment paperwork per office policy.
- Provides oversight to ensure patients are greeted appropriately, registered on computer system and all necessary insurance information is compiled along with all required patient forms.
- Provides oversight to ensure patients have been contacted who miss appointments with reason recorded in patient charts and appointments are rescheduled as needed.
- Provides oversight to ensure all diagnostic reports, correspondence, transcriptions, etc. is filed in patient charts.
- Maintains personnel schedules and vacations with little or no overtime.
- Provides oversight to ensure all required logs are being completed accurately and in a timely manner.
- Ensures the completion, storage and security of all clinic medical records.
- Supervises the distribution of the mail to the appropriate clinic personnel in an accurate and timely manner.
- Monitor daily deposits and reconciliations.

- Review accounts assigned to bad debt, whether in collections or if payments have been received and contact collection agency with updates.
- Provides oversight to ensure charges for services rendered are properly entered into the computer billing system.
- Knowledgeable of medical billing practices.
- Knowledgeable of Level I Healthcare Common Procedure Coding Systems (HCPCS) comprised of Current Procedural Terminology (CPT-4) and International Classification of Diseases (ICD) codes.
- Knowledgeable of Medicare, Medicaid, Insurance Managed Care Plans and Worker's Compensation.
- Manages Accounts Receivable effectively.
- Monitors receivable for incorrect contractual allowances, non-covered services and payments recorded on incorrect date of service. Prepares adjustment report when necessary for approval.
- Monitors credit balances, prepares a request for refunds as needed and presents for approval.
- Reads and monitors bulletins from plans subscribed to for changes and updates in claims submission.
- Fields and answers questions from patients regarding account/s. Replies to any inquiries in a timely manner.
- Maintains personnel schedules and vacations with little or no overtime.
- Assists Administrator in securing any temporary employees required to cover vacations/sick leaves.
- Supervises and/or trains employees in all functions of the clinic.
- Prepares performance reviews for the clinic staff on a timely basis and maintains thorough written reports regarding any discussions, reprimands, etc. with clinic staff regarding professional insufficiencies or behavioral issues.
- If necessary, maintains inventory controls, prepares a purchase order for medical/pharmacy purchase and when applicable reviews all packing lists for accuracy giving lists and invoices to Hospital Business Office.
- Supervises and ensures yearly inventory count is systematically counted, priced, extended and totaled.
- Maintains updates for all clinic manuals.
- If necessary, monitors and prepares quality assurance report, attends monthly meetings and prepares minutes of clinic meetings.
- Monitors and prepares infection control reports.
- Monitors Exposure Control Manual to ensure all employee education requirements are current; all immunizations, etc. are current for all professional and non-professional clinic staff.
- Completes special projects that may require defining problems, determining work sequence and summarizing findings.
- Communicates clearly written and oral medical information to professional practitioners and/or the public.
- Collects and provides clinic statistics to management consultant.
- Ensures the department is in compliance with the rules and regulations of HIPAA.
- Ensures that documentation by medical providers conforms to legal and procedural requirements.
- Monitor and administer the Charity Program.
- Ability to use independent judgment and manage and impart confidential information.

- Follows established standards, policies and procedures.
- Motivated and independent to work and organize so that all job functions are completed appropriately.
- Projects a positive attitude toward job responsibilities, medical providers, co-workers and administration.
- Develops and maintains positive, effective working relationships with other employees, supervisors and medical providers.
- Attend continuing education classes as requested and required.
- Miscellaneous duties as assigned requested or required.

EDUCATION and/or EXPERIENCE:

- High School Diploma/GED
- 1 year of experience in bookkeeping, clerical and applicable computer training
- Prior supervisory experience preferred
- Prior Physician office coding, preferred
- Customer Service training preferred

LANGUAGE/READING SKILLS:

- Communicate verbally and in writing in English.
- Additional language of Spanish preferred.

MATHEMATICAL SKILLS:

- Must be proficient at mathematical and statistical calculations.

REASONING ABILITY: Employee responds to unusual or varied situations that are not covered by existing standards, procedures and precedents.

WORK ENVIRONMENT: Employee is regularly required to stand, walk, sit, ascend and descend stairs, possess ability to handle, finger or feel objects, tools or controls; reach with hands and arms.

Employee must frequently be able to lift 25 pounds from the floor to waist level and may occasionally be required to lift 50 pounds. Specific vision abilities include close vision and the ability to clearly focus vision.

I have received and read a copy of this position description and acknowledge that I am able to perform the duties described.

Signature

Printed Name

Date