

PATIENT ACCOUNT REPRESENTATIVE SUPERVISOR

This is supervisory work in directing the activities of a group of employees involved in maintaining, collecting, and closing patient accounts in a hospital or school of medicine. Work involves supervision of a large unit and accountability for assuring that all accounts are dealt with in a timely and accurate manner. The employee establishes work schedules; implements new or revised internal procedures and communicates changes in policies, procedures, rules and regulations to patient account representative.

I. SUPERVISOR/MANAGERIAL FUNCTIONS:

Panning- Employee plans for maximum utilization of staff and for implementation of changes in procedures. Employee participates in long-range planning for budgetary needs, quality control and timely processing of accounts.

Organizing and Directing- Employee establishes work schedules, implements new or revised internal procedures, and establishes priorities within the unit supervised; with accompanying work assignment changes when necessary.

Budgeting- The employee evaluates unit needs and makes recommendations to the supervisor for inclusion in the division budget. Budget items generally are limited to office supplies and salaries.

Training- Employee may provide on-the-job training to patient account representative or work closely with the trainer on progress in a formal training program. Identifies additional training needs of employees.

Setting Work Standards- Employee participates with other supervisors in developing and revising policies and procedures to accomplish objectives. Employee assures adherence to established policies and internal procedures of the patient accounts office.

Reviewing Work- Employee reviews claims to assure acceptability and approves adjustments to aged accounts over \$500 and up to \$1,000. Employee reviews productivity reports to assure accounts are being processed by the patient account representative in a timely manner. Work performance of subordinates is evaluated by employee.

Counseling and Disciplining- Employee discusses problems with subordinates and seeks advice or counsel from a higher level supervisor before responding on serious disciplinary or grievance matters.

Performing Other Personnel Functions- Employee makes recommendations to higher level supervisor on performance evaluations, salary adjustment, promotions, or demotions. Employee recommends applicants for employment with significant input into the selection.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics or Work Supervised- Work is affected by frequent changes in procedures and state, federal, and agency regulations. Other changes requiring immediate response are computer changes in billing and accounting system and hospital/medical classification procedures.

Variety of Work Supervised- All work supervised is related to billing, collection, and closing of patient accounts.

Number of Employees Responsible For- 5 to 15 employees

III. EXTENT OF SUPERVISION RECEIVED: Employee supervises day to day activities with considerable independence. Receives guidance on new procedures and approval for account write-offs amounting to over \$1,000 from higher level supervisor.

IV. SPECIAL ADDITIONAL CONSIDERATION: N/A

V. RECRUITMENT STANDARDS:

Knowledge, Skills, and Abilities- Considerable knowledge of hospital credit and collection policies and procedures. Considerable knowledge of processing claims for third party sponsorships of patient accounts. Ability to organize, assign and review work of subordinates. Ability to establish and maintain effective working relationships with associates, subordinates, and the general public.

Minimum Education and Experience- Graduation from high school and five years of clerical experience in credit or collection work including two years experience with patient accounts; or an equivalent combination of education and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class but may not be applicable to all positions.