

SOUTHERN ILLINOIS UNIVERSITY  
SCHOOL OF MEDICINE

POSITION DESCRIPTION

NAME: \_\_\_\_\_

TITLE: Deputy Director: Patient Business Services SIU

DEPARTMENT/DIVISION: Health Care Administration/PBS

**POSITION FUNCTION:**

Under the general direction of the SIU Health Care Director, Patient Business Services (PBS), the incumbent acts in a revenue integrity capacity managing a variety of tasks and staff within PBS including, but not limited to, patient registration and insurance verification; charge capture, lag and posting; charge interface reconciliation, billing system dictionary and fee schedule maintenance; front end edit and rejection management and auditing the quality of charge data in an effort to capture missing billing opportunities; customer service, collections, and reception; daily payment posting and reconciliation; and cash management including refunds, charge adjustments, and front desk batches. This position oversees administrative, business and clerical activity for the Pre-Arrival/Non-RSS scheduling, Customer Service/Collections, Cash Management and Payment Posting teams as well as provides support to the Director and Managers of PBS. In the absence of the Director, or as requested, this position functions as a representative of the Director.

**ORGANIZATIONAL RELATIONSHIPS:**

This position reports to the Director, Patient Business Services (PBS), who reports to the SIU Health Care Chief Financial/Operating Officer (CFO/COO), who reports to the SIU Health Care Executive Associate Dean/CEO.

**CONTROLS:**

This position shall be controlled by written and oral directives from the Director, Patient Business Services and the SIU Health Care CFO/COO, according to the rules and operational policies and procedures of SIU Health Care, the statutes and regulations of the Board of Trustees of Southern Illinois University/School of Medicine, and the law of the State of Illinois.

**DUTIES AND RESPONSIBILITIES:**

**Administration**

100%

1. Responsibility for the hiring and evaluating of staff within the Pre-Arrival and Charge Posting teams. Assigned responsibilities and duties may be delegated to subordinate staff.
2. Develop, implement, and monitor the budget necessary to carry out the responsibilities of these units. Monitor, and when appropriate, prepare requests for additional staff and resources to ensure the timely and effective performance of assigned functions. Processes all payroll adjustments including fringe benefit reporting. Retrieves reports from AIS and serves as the fiscal officer of the unit.
3. Responsibility for maintaining the provider, procedure code and modifier dictionaries

existing entries, updating dictionaries and maintaining appropriate documentation for audits and quality assurance reviews. Must work in collaboration with Assistant Director PBS and Managers to insure appropriate linked dictionaries or other processes with the GE CB system are taken into consideration.

4. Work in collaboration with SIU IS and HC core office on accurate and appropriate data mapping (charges, receipts, RVUs etc.) to the general ledger for accurate reporting and distribution. Resolve discrepancies with SIU IS, HC Core office and clinic department administrators.
5. Monitor existing and create new front-end system edits currently filed in Experian Claim Scrubber and GE Transaction Editing System (TES). This will be accomplished through routine audits of charges, rejections and charge corrections as well as requests made by other SIU staff including PBS management, Coding staff and clinical department staff.
6. Monitor the validity of charge capture/posting including all GE CB invoice header data as well as CPT and ICD9 or ICD10 assignment and unit/day billing via routine audit of charge activity and comparison against the medical record and provide recommendations for areas requiring improvement.
7. Create, maintain and monitor areas of missed billing opportunities accomplished through routine audits of charges, rejections and charge corrections.
8. Collaborate with clinical department staff to insure timeliness of charge data for posting.
9. Responsible for monitoring missing charges via routine analysis of missing charge report and communicate delinquency with administrators.
10. Collaborate with SIU IS to insure interfaced charges (currently Patient Keeper) are reconciled on a daily basis. Additionally, collaborate with both coding staff and department/clinic managers in bringing new providers/departments live.
11. Prepare production and performance reports; statistical analysis; documentation of decision rationale; data preparation and provide recommendations for revisions to the various automated systems. Monitor the distribution of production and special reports.
12. Responsible for insuring patient face sheets from various outlying service locations contain complete and accurate demographic and insurance information to facilitate the ability to verify data and submit claims/statements in a timely manner.
13. Work in collaboration with the SIU HC Information Systems unit to identify, develop, test and implement automated systems and processes, which enhance the overall effectiveness of the units.
14. Develop, implement, monitor and control the development of procedures, systems and mechanisms for efficient and effective registration/insurance verification and charge capture/posting processes.
15. Troubleshoots problems, provides assistance and directs faculty and staff to the appropriate resource to solve issues related to front end revenue cycle functions for the group. Receives inquiries, researches inquiries and resolves as directed by the

efficiency of the system. This includes analyzing all requests for new or changes to Director. If inquiry cannot be easily resolved, this position provides the Director with possible solutions for resolution.

16. Develop and maintain positive communication with other units within SIU Health Care, clinical departments, and School of Medicine administrators.
17. Monitors compliance of various departmental and/or divisional processes to ensure that SIU HC policies and procedures are adhered to in a manner which expedites the overall revenue cycle and maximizes reimbursement
18. Represent the unit in various external committees and/or groups.
19. Attend seminars/workshops for continuing education regarding coding and reimbursement as well as automated processes to improve revenue cycle timeliness and integrity.
20. Functions as a representative of the Director during his/her absence and/or as delegated.
21. Other duties as assigned.

#### **AUTHORITY AND RESPONSIBILITY:**

The incumbent in this position shall function as a professional and require only general administrative guidance rather than direct supervision. The individual will receive work assignments, both orally and in written form from the Director of PBS or the CFO/COO. Directives and assignments will be general in terms and more specific in terms of priorities, objectives and deadlines. The individual is authorized to exercise independent judgment in maintaining performance of their assigned responsibilities and duties.

#### **QUALIFICATIONS:**

##### **Minimum Qualifications:**

Eleven (11) years of progressively responsible management work experience in a private or governmental organization:

- Eight (8) years in patient accounting or other comparable area in a healthcare environment. (Note: A Master's degree in an area related to the position may be substituted for one (1) year of this experience)
- AND
- Three (3) years supervising the work of a professional staff or process in patient accounting or other comparable area in a healthcare environment (Note: A Bachelor's degree may be substituted for the three (3) years of experience.)

##### **Desirable Qualifications:**

1. Ability to analyze a situation and to develop and implement policies and procedures, which meet the overall goals and objectives of SIU Health Care, its members, School and University.

2. Knowledge of automated information systems and how this information can be effectively utilized to monitor activity and accomplish goals. Specific experience with GE Centricity Business preferred.
3. Detailed knowledge of practice management systems and third-party payer insurance verification processes, coverage guidelines and procedures.
4. Ability to communicate effectively both orally and in writing with faculty, administrators staff and outsiders.
5. Ability to work with confidential information.
6. Ability to work independently and to perform duties with limited guidance.

### **Responsibility**

- A. **Supervisory Controls** – The incumbent in this position shall function as a professional and require only general administrative guidance rather than direct supervision. The individual will receive work assignments, both orally and in written form from the Director of PBS or the CFO/COO. Directives and assignments will be general in terms and more specific in terms of priorities, objectives and deadlines. The individual is authorized to exercise independent judgement in maintaining performance of their assigned responsibilities and duties.
- B. **Guidelines** – This position shall be controlled by written and oral directives from the Director, Patient Business Services and the SIU Healthcare CFO/COO, according to the rules and operational policies and procedures of SIU Healthcare, the statutes and regulations of the Board of Trustees of Southern Illinois University/School of Medicine, and the law of the State of Illinois.

### **Difficulty**

- A. **Complexity** – This position requires in depth knowledge of insurance processing systems, collection procedures and third-party payer coverage guidelines and procedures.
- B. **Scope and Effect** – This position assumes high level of confidentiality as it is related to SIU contract negotiations with its payers. It also involves making decisions while vigorously defending payer's attempts to deny payment.

### **Personal Contacts**

This position requires all types of contracts being virtual (video or audio only) or face-to-face with both internal and external customers. The incumbent will create working relationships with all SIU leaders and manage all vendors related to services provided to Patient Business Offices.

**ENVIRONMENTAL, HEALTH AND SAFETY RESPONSIBILITIES:**

Participates in meetings, trainings and other environmental, health and safety activities as required by SIU School of Medicine.

INCUMBENT: \_\_\_\_\_ DATE: \_\_\_\_\_

REVIEWED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

\_\_\_\_\_  
DATE: \_\_\_\_\_

Department Head/Chair

# PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

## SIU SCHOOL OF MEDICINE

Incumbent: \_\_\_\_\_ Classification: **Assistant Director/PBS**  
 Position No. (if applicable): \_\_\_\_\_ Department: **SIU HealthCare Patient Business Services-SMS**

**WORK ENVIRONMENT: (Check all applicable environments)**

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom <small>(Performed rarely less than 2% of the time)</small>	Occasionally <small>(Performed less than 25% of the time)</small>	Frequently <small>(Performed 26% to 50% of the time)</small>	Constantly <small>(Performed 51% or most of the time)</small>	N/A
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*(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)*

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Stooping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Climbing	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling		20 - 40 lbs.			<input type="radio"/>
Carrying		20 - 40 lbs.			<input type="radio"/>
Lifting		20 - 40 lbs.			<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_ Supervisor Name \_\_\_\_\_ Employee Signature \_\_\_\_\_ Date \_\_\_\_\_