

INCUMBENT _____

CSN ___N10277_____

CLASSIFICATION Medical Insurance Assistant Manager DATE 07/06/2022_____

DEPARTMENT: Patient Business Services

FUNCTION

The primary responsibility for the incumbent in this position is the supervision of staff assigned to the follow-up Teams in Patient Business Services. In the absence of the Medical Insurance Manager, the incumbent will act as the contact in cooperation with the Assistant Director for employees of all the Government, Non-Government and outside vendors. The incumbent also examines and analyzes explanation of benefits for all payers to determine if correct payment has been made or to determine how to receive maximum benefits from all payers.

ORGANIZATIONAL RELATIONSHIPS

This individual reports to the Medical Insurance Manager, who in turn reports to the Assistant Director, Patient Business Services.

DUTIES AND RESPONSIBILITIES

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities

Demonstrate, by actions, commitment to the mission and the behavioral stands of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

30% Supervision

- Provides day-to-day supervision of the clerical, technical and insurance specialists of the follow-up teams.
- Enforce SIU HealthCare and PBS employee guidelines and policies.
- Responsible for interviewing, hiring, training, coordinating and approving leave time of the follow up team staff and ensuring coverage guidelines are met.
- Maintain responsibility for tracking and evaluating the work performance of the follow-up team staff and enforcing disciplinary action as required.
- Plans, organizes, directs and controls the activities of subordinate staff in support of the duties and responsibilities outlined by the Manager, Assistant Director or the Director.
- In their absence acts as a backup assistant manager for his/her peer

15% Administration

- Responsible for the implementation of appropriate operating procedures and controls to assure maximum reimbursement from all carriers.
- Responsible for creating and updating the guidelines for the area they are responsible for and to confirm they are available to their staff for all common issues
- Troubleshoots problems, provides assistance, and directs faculty and staff to the appropriate resource to solve issues related to charges/invoices.
- Represents their teams in a variety of internal and external committees and/or groups. Monitor correspondence and alerts the Manager of upcoming program updates, policy changes, claim/billing procedure changes and deadlines.
- Works with Information Systems staff either directly or through the Manager, Assistant Director or Director in identifying, developing, and implementing automated systems and processes, which enhance the overall effectiveness of the unit and assure optimization of revenues.

- Responsible for participating in or conducting presentations and/or educational workshops to both faculty and staff.
- Participates in regular Administrative Staff Meetings.

20% Reimbursement Analysis

- Review explanation of benefits (EOB) to ensure that maximum reimbursement has been received. The incumbent will use Experian for reimbursement analysis for most all payer plans. Follow-up actions include requesting coding reviews, requesting appeals to review boards, requesting administrative hearing, etc.
- Provides post-audit and quality assurance functions specific to each plans reimbursement. Identify ADHOC reports for special projects and to isolate patterns to be reviewed by billing specialists, coding staff or SIU HealthCare administrative staff.
- Submits denial information to the medical coding staff in the clinical departments for review and coding decisions. Track requests for coding review. Resubmit claims based on the coding reviewer response or take write-offs as directed.
- Provides routine invoice follow-up as needed.
- Requests appropriate adjustment/write off for denied charges that do not need medical coding review (non-covered service, untimely filings, etc.)
- Retrieves EOB's from IMS, CD-ROM, microfilm or other hard copy records and files as needed.
- Makes appropriate entry of actions taken in the billing system modules. Respond to routine correspondence addressed to the follow up teams.
- Access confidential medical record documentation by using SIU EMR, MMC PowerChart, and SJH EPIC.

30% Insurance Follow-up:

- Contacts Insurance representatives to discuss denials and zero payments. If easily resolved, take appropriate action steps including resubmission, adjustments, request for review, etc. Forwards to the Medical Insurance Manager or Assistant Director if necessary.
- Requests telephone reviews of claims if appropriate.
- Makes appropriate entry of actions taken in the billing system modules.

5% Other duties as assigned

SUPERVISORY CONTROLS

The incumbent in this position shall function as a professional and require only general administrative guidance from the Medical Insurance Manager, Assistant Director or Director. The individual receives direction in either written or oral form. This individual is authorized to exercise a high level of independent judgment in accomplishing the goals and the objectives of the team.

SKILLS AND ABILITIES

- Ability to effectively communicate with faculty, staff and patients in either person or by phone. Tact and diplomacy are critical factors and the individual must be sensitive to the priorities and the unique needs of the various constituencies served by Patient Business Services.
- Ability to coordinate the varied elements of a complex payer team.

- Expert level understanding of the Revenue Cycle best practices, work flows including front-end (Patient Access, scheduling, registration), middle (HIM and Coding) and back-end (billing, denials, follow up etc.).
- Ability to demonstrate a high level of initiative, organization ability and flexibility in dealing with a large variety of tasks, responsibilities and problem.
- Ability to set priorities, establish management objectives and schedule work assignments.
- Ability to exercise supervisory responsibility judiciously, appropriately, firmly, and fairly.
- Ability to keyboard on computer terminals.
- Thoroughly familiar with the SMS Signature billing system, SIU Physicians & Surgeons, Inc. faculty, policies and guidelines and the principal administrators of the clinical departments.
- Ability to meet established guidelines and follow policies and procedures established by the SIU Healthcare, HCFA and other federal/state agencies.
- Ability to work accurately with details.
- Ability and desire to greet patients/visitors in a pleasant and professional manner.
- Ability to work within specific deadlines.
- Ability to multitask and complete job duties amid various distractions.
- Sensitive to the needs of minority populations.
- Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

Responsibility

- Supervisory Controls-** The incumbent receives direction in either written or oral form from their supervisor, manager, unit Assistant Director or unit Director.
- Guidelines-** This incumbent must be able to work within the established guidelines, policies, and procedures established by the SIU HealthCare, and other federal/state agencies.

Difficulty

- Complexity-** Duties and responsibilities of this Incumbent will vary depending on the complexity of the issue to be resolved. The complexity may be as simple as resubmitting the original claim to analyzing the insurance denial to determine the appropriate steps needed to resolve the denial. Guidelines are available for common issues. In cases where guidelines are not existent or are outdated, works with the PBS leadership to create or update the guidelines
- Scope and Effect-** This position is responsible for interacting with third party payers to ensure that explanation of benefits (EOB) are processed according to policies and procedures within the team and that claims are processed accurately. Denials must be resolved in a timely manner. Failure to perform these duties results in increased accounts receivable and inaccurate statements to patients.

PERSONAL CONTACTS

The incumbent in this position relates to the clinical faculty as a group and as individuals. In addition, the incumbent must work closely with department administrative staff and other managers with SIU HealthCare. The position requires a high level of contact with insurance companies, vendors, patients, and a wide variety of support personnel throughout SIU School of Medicine.

ENVIRONMENTAL HEALTH AND SAFETY RESPONSIBILITIES

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

WORKING CONDITIONS

See attached *Physical and Environmental Requirements* form.

COMMENTS

The incumbent in this position is a peer to mid-level managers within Patient Business Services and in other SIU HealthCare units. It is the responsibility of this individual to ensure that the execution of the above described duties are performed expeditiously and completely according to policies and procedures established by SIU HealthCare, the School, and University, as well as applicable federal and state regulations.

INCUMBENT: _____ DATE _____

REVIEWED BY: _____ DATE _____
 Medical Insurance Manager

APPROVED BY: _____ DATE _____
 Director

Miam070622

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: Medical Insurance Assistant Manager
 Position No. (if applicable): N10277 Department: Physicians and Surgeons 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	Occasionally	Frequently	Constantly	N/A
(Indicate frequency of activity during performance of position duties)	(Performed rarely less than 2% of the time)	(Performed less than 25% of the time)	(Performed 26% to 50% of the time)	(Performed 51% or most of the time)	

(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.

Dayla Balster

Supervisor Signature _____ Date _____ Supervisor Name _____ Employee Signature _____ Date _____