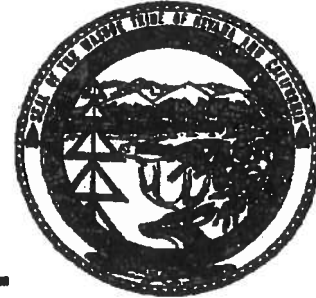


# Washoe Tribe Job Announcement April 11, 2011



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**POSITION TITLE:** Business Office Manager  
**CLASSIFICATION:** Exempt  
**DEPARTMENT:** Clinic  
**SUPERVISOR:** Health Center Director  
**GRADE:** E8  
**CLOSING DATE:** OPEN UNTIL FILLED  
**LOCATION:** Gardnerville, NV (Washoe Tribal Clinic)

The Washoe Tribe Human Resources Department is currently accepting applications from **all individuals** who may be qualified to perform the duties of the position described below:

### **Position Summary:**

Under direct supervision the Business Office Manager is responsible for managing, supervising and directing patient registration and eligibility determinations, patient billing activity, and third party collections for the Tribal clinic facilities. Provides advice and guidelines to business office staff and contract health staff. Maintains confidentiality of all privileged information.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential Duties & Responsibilities:**

- Serves as first line supervisor to business office staff including: Patient Registration/Benefit Coordinators, CHS Clerks, Third Party Billing clerks, Optometry and Dental Insurance Billing Clerks, and Fiscal Intermediaries.
- Assigns work to employees, explains work to employees, explains work requirements, methods, and procedures as needed.
- Ensures timely performance of a satisfactory quantity and quality of work.
- Reviews work products of employees and accept, amend, or reject work.
- Directs third party reimbursement program including: Identifying, tracking, billing, and collecting from third party health plan carriers for patients to recover maximum dollars allowable.
- Responsible for regularly tracing unpaid claims every 30, 60, 90 & 120 days past due and taking appropriate action to collect unpaid claims.
- Responsible for generating accurate and timely 'Superbills' for Optometry and Dental on a regular basis.
- Tracks pharmacy billing.

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**Business Office Manager**

- Responsible for accurate and prompt maintenance of Resource Patient Management System (RPMS), demographics, reports for patient registration, and other files as needed.
- Trains clinic staff, including health care providers and health care administration, about third party billing process.
- Works with large integrated data system that includes medical, fiscal, and management data in numerous related computer files.
- Compiles reports for third party billing activities and accounts, computes and adjusts account balances, and prepares required forms, reports, and records.
- Prepares check requests for refunds and overpayments in a timely manner.
- Ensures that all patient, Insurance carrier, and governmental inquiries regarding Insurance, patient status, provider information or other related issues are answered promptly and accurately, while maintaining HIPAA compliance.
- Plans work schedules and sequence of operations to meet general schedules, priorities, and requirements.
- Prepares, weekly, monthly and annual reports for the Health Center Director.
- Carries out established personnel functions and practices.
- Keeps employees informed about important aspects regarding personnel management programs.
- Teaches and trains business office staff, evaluates work performance, performs interim and annual performance appraisals, recognizes and recommends merit awards, and conducts disciplinary action as needed.
- Coordinates meetings with alternate resource agencies to ensure compliance with appropriate billing guidelines so that third party collections are not denied or delayed.
- Directs the Contract Health Service Program including: identifying, tracking, negotiating (DRG rates), and making timely accurate payments to claims for services provided to eligible patients.
- Ensures that staff validate all claims, and obtains the best rates for the WTHC CHS Program.
- Ensures patient compliance and appropriate authorization of CHS Program expenditures.
- Tracks referral patterns.
- Monitors CHS program for potential catastrophic health emergency fund cases (CHEF).
- Ensures that all potential legal issues are reviewed, researched and implemented where appropriate.
- Works with the Compliance Officer towards receiving and maintaining AAAHC accreditation.
- Ensures that the Washoe Tribal Health center maintains compliance with, but not limited to: Medicaid, Medicare, Women's Health Connection, and Nevada Check-up.
- Negotiates and obtains contracts with vendors and health service providers for contract health services.
- Negotiates and obtains Preferred Provider Status with insurance companies, vendors, and health service providers.
- Ensures that all contracts with insurance companies, vendors and health service providers are maintained, reviewed, and updated annually.
- Serves as HIPAA Privacy Officer.

- Performs other duties as required.

**Minimum Qualifications:**

Bachelor's Degree in Business or a Health Management related field and a minimum of four years experience in financial or medical management; or equivalent combination of education and experience. Must possess and maintain a valid California or Nevada driver's license or capable of obtaining one within thirty-days (30) of employment. Must be able to be Insurable by the Tribe's Driving Policy. Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

**Knowledge, Abilities, Skills, and Certifications:**

- Knowledge of modern office practices, procedures, and equipment.
- Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
- Knowledge of records management and accounting procedures.
- Knowledge with Third Party Carriers (HMO, PPO, and EPO), Medicare, Medicaid, Champus VA, Worker Compensation, Managed Care Plans and Division of Beneficiary for Commissioned Officers.
- Knowledge of Third party billing and reports in Mental Health, General Practice, Optometry, Dental, Laboratory, Pharmacy, Gynecology, and Minor Surgery.
- Knowledge of contracting, grant writing, and procurement practices and procedures to include contract administration.
- Knowledge of Indian Health Service (IHS) Business Office manual, IHS circulars, Tribal Health policies and procedures, AAAHC directives, state, federal, Medicaid/Medicare, and Contract Health Service Program regulations.
- Knowledge of ICD-9 CM and CPT-4 coding, knowledge of reimbursable insurance procedures and requirements including the ability to interpret provision of individual and group health plans.
- Knowledge of Indian Health Care Improvement Act, the Indian Self-Determination and Education Assistance Act, and the Freedom of Information and Privacy Act.
- Ability to operate and troubleshoot Novell Network, Medl-soft, Windows, Resource Patient Management Systems among others.
- Ability to communicate effectively in the English language both verbally and in writing.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to represent the organization in a professional manner, building respect and confidence.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to carry out instructions furnished in verbal or written format.
- Ability to work independently with minimal supervision.
- Ability to demonstrate excellence in everything, and continually seek improvement in results.

- Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, and presentation software (such as PowerPoint).

**Physical Demands:**

While performing the duties of this job, the employee regularly is required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk. The employee occasionally is required to operate a motor vehicle; stand, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

**Work Environment:**

Work is generally performed in an office setting with a moderate noise level.

**Contact:**

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Washoe Tribe of Nevada and California  
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