

WOODSTOCK AREA ADULT DAY SERVICES

JOB DESCRIPTION

IDENTIFICATION

Position Title: Fiscal Manager

POSITION SUMMARY

This professional is responsible for the timely and accurate follow up of all patient accounts billed to insurance companies. Ensures accurate and complete information as it appears on the insurance form or in the electronic billing system. Forwards rebills to the proper payer. Safeguards the public relations of the Woodstock Area Adult Day Services by consistent professional conduct.

As Fiscal Manager provides customer service for patient account inquiries; provides financial assistance to resolve outstanding accounts receivable; responsible for knowing the different insurances accepted by The Woodstock Area Adult Day Services and implementing collection procedure; responsible for managing all bad debt/charity write offs; responsible for maintaining Medicare spreadsheets in regard to write offs and Federal guidelines.

This professional is also responsible for payroll services, record storage and retention, coordination of the transportation services and supply procurement.

This position is a critical support person to the Administrator/Nurse Director for all aspects of operations..

QUALIFICATIONS

Education: Associates degree or equivalent experience preferred.

Experience: Ability to work with public, doctors' offices and other employees. Must possess the ability to work independently and make independent decisions when circumstances warrant such action. Experience in collection or billing healthcare field. Experience working with word processing and personal computer software.

RELATIONSHIPS

Supervision received: Program Administrator Woodstock Area Adult Day Care and Wellness Program

Supervises: none

Other relationships: Participants, families, referral agencies, community partners and community-at-large

STATUS

Full-time

PERFORMANCE COMPETENCIES – CRITERIA I

As a member of the Woodstock Area Adult Day Care and Wellness Program, supports the program as follows: the mission is to improve the lives of those we serve. Such care recognizes the importance of

quality service to patients and co-workers. In this context, each employee has the following responsibilities as an individual:

- **Responsible** -- Works independently, in a safe and appropriate manner. Demonstrates both problem-solving and problem-prevention skills.
- **Sensitive** -- Displays sensitivity to the needs of patients and co-workers. Demonstrates good communication skills and empathy.
- **Timely** -- Recognizes time as a customer's most valuable resource and responds promptly to patients' and co-workers' needs.
- **Accurate** -- Works carefully and precisely, with attention to detail.
- **Coordinated** -- Organizes and delivers service in the proper order. Displays good organizational skills and utilizes resources wisely.
- **Thorough** -- Meets all the requirements of his/her position. Is able to evaluate and follow up on his/her services.
- **Safety** -- Employees are required to comply with and utilize correct lifting techniques, safety procedures, and mechanical devices while performing their job related duties/tasks in order to protect themselves and our patients from injury.

ORGANIZATIONAL/TEAMWORK COMPETENCIES – CRITERIA II

Each employee has the following responsibilities as a team member:

- Collaborates with clinical support staff, physicians and other health care professionals as part of a team-based, patient centered care approach.
- Participates in quality improvement projects.
- Displays and encourages sensitivity to the needs of patients, visitors, and co-workers.
- Treats others with consideration, courtesy, and respect.
- Performs duties willingly and with initiative; shares necessary information so co-workers can do the same.
- Demonstrates judgment and tact when dealing with others.
- Cooperates with other community partners and work groups.
- Communicates effectively with participants, visitors, and co-workers; takes action to clarify information received from others.
- Punctuality
- Attendance

ESSENTIAL FUNCTIONS– CRITERIA III

1. Ensures that the mission goals and objectives of the Adult Day Program are achieved.
2. Ensures that the Standards for Adult Day Services in Vermont are met.
3. Prepares bills and sends them to the proper payer.
4. Reviews each insurance form for complete and accurate information from the patient account.
5. Key punches charges.
6. Requests required attachments for billing.
7. Inputs information into the computer to reflect daily activity on patient accounts when necessary and ensures the accuracy of such input.
8. Prepares secondary bills for patient accounts where secondary billing information is present.
9. Contacts patients and physician offices to obtain additional billing information when needed to process claims for payment.

10. Performs other tasks as assigned under the direction of the Administrator/ Nurse Director
11. Maintains CONFIDENTIALITY of all patient information.
12. Attend and participate in continuing education programs designated to keep abreast of changes in field.
13. Responds to all customer service calls and walk-ins.
14. Financial disclosure information gathering and follow up.
15. Updates insurance to patient accounts.
16. Retrieves and enters co-pays.
17. Verifies Medicaid eligibility.
18. Maintains Medicare spreadsheet for bad debts.
19. Coordinates the transportation system
20. Organizes the payroll system and direct deposit
21. Responsible for the implementation of all fiscal policies
22. Performs background checks for all new personnel
23. Responsible for supply procurement
24. responsible for coordination of physical plant management

PHYSICAL DEMANDS

- Must be able to speak the English language in an understandable manner
- Must be able to cope with the mental and emotional stress of the position
- Must be able to lift and move office equipment, supplies, etc.
- Prolonged/extensive or considerable amount of standing/walking
- Considerable reaching, stooping, bending, kneeling, crouching
- Extensive use of telephone, computer, and calculator
- Requires close paperwork and visual acuity
- Requires hearing acuity for conversation and telephone

WORKING CONDITIONS

- Regularly exposed to the risk of blood borne/airborne diseases
- Contact with participants and caregivers under wide variety of circumstances
- Exposed to unpleasant elements (accidents, injuries and illness)
- Subject to varying and unpredictable situations
- Handles emergency of crisis situations
- May perform emergency care
- Works in well-lighted/ventilated office area, as well as throughout the facility
- Is subject to frequent interruptions
- Occasionally subjected to irregular hours
- Frequent pressure due to multiple calls and inquiries

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

This job description has been approved by:

Board Chair

Date

By signing this document, I agree that I have read, understand, and received a copy of this job description.

Employee Signature

Date