**Responsible To:** Chief Fiscal Officer

**Purpose of this Position:** This position oversees day-to-day activities, work production, and flow of the Accounts Receivable department ensuring that statements to insurance companies and patients are sent appropriately, and that financial transactions are completed accurately and in a timely manner.

**Responsibilities:**

1. Train and supervise all A/R and coding staff.
2. Coordinate the gathering of all information needed so that statements can be run by or before the fifth of each month.
3. Explain statements to patients if questions exceed knowledge of A/R clerks.
4. Ensure accurate daily and monthly reports are run/produced.
5. Create/update A/R manuals.
6. Oversee accounts receivable for [CHC]. Monitor all accounts receivable follow-ups.
7. Record daily payments and/or ensure daily payments are recorded.
8. Update fee schedules.
9. Conduct regular performance audits of A/R clerks. Evaluation and performance management of staff, including monthly meetings.
10. Respond to requests for special computer run/reports in a timely manner.
11. Schedule PTO requests and coverage for all A/R and coding staff.
12. Monitor the posting of payments received in the mail, ensuring timeliness and accuracy.
13. Submit manual and electronic claims to all carriers within one week of patient encounter.
14. Monitor assigned third party payers and clinic accounts each month. Re-bill as needed.
15. Answer billing questions for staff and patients
16. Oversee the process of past due patient and third party accounts in accordance with established policy.
17. Maintain A/R filing system for assigned clinics. Act as backup to other A/R clerks to cover assigned 3rd party payers and payment posting.
18. Perform A/R audits at other sites.
19. Respond to requests from outside auditor.
20. Manage the company’s in-house employee medical/dental/ behavioral health benefit.

**Qualifications:**

* Must have previous education and experience with data entry and be computer literate.
* Two years recent experience in an equivalent setting, and position, including staff supervision.
* Must be able to manage time and resources to meet deadlines.
* Competent in working with diverse populations.
* Excellent oral and written communication skills.
* Strong attention to detail, decision making and problem solving skills.
* Ability to work independently and as a team member/leader

**Preferred Qualifications:**

* Associates degree in Business Administration, Accounting, or similar.
* Experience in Community Health Centers and/or working with underserved populations.
* Bilingual (English/Spanish).

**Quality Improvement:** Participates in improving [CHC] performance, processes, or programs through quality improvement which will be demonstrated in at least one instance annually.

**Physical Requirements:**

1. Must be able to lift 25 lbs.
2. Continuous sitting, standing, walking.
3. Normal manual dexterity.
4. Correctable vision and hearing.
5. Must be able to read, write and speak clearly.