**VP of Revenue Cycle Management**

**Summary:**This position is responsible for driving a revenue cycle mindset throughout the organization. The VP of Revenue Cycle Management oversees and directs all Revenue Cycle activities, initiatives, and strategies across the organization and at various operating locations.This position will develop and promote effective operating policies and procedures; and continually seek mechanisms to streamline and automate processes and system integrations / advancement. Reporting to the CFO, this position will work closely with Financial and Operational leaders to help standardize operations and improve financial performance. Responsible for departmental performance on organizational assigned goals, metrics and KPIs.

**Essential Duties and Responsibilities**include the following. Other duties may be assigned.

* Develop and implement policies and procedures related to all aspects of the revenue cycle process.
* Monitor and research regulatory changes and propose actions to respond to changing legislation/regulations.
* Perform operational reviews of revenue cycle processes with payers; and provide recommendations.
* Evaluate and direct efforts (including analysts) to improve revenue cycle.
* In conjunction with other department leaders, implement strategic and operational initiatives for the full continuum of Revenue Cycle Management, including activities in other functional departments such as front desk.
* Provide input into strategic plans, goals, objectives, and budgets.
* Demonstrated competency in working in teams and ability to effectively communicate with all levels.
* Responsible for managing and improving key revenue cycle performance indicators and improving cash collections by:
* Increasing the gross collection rate;
* Reducing days in accounts receivable;
* Improving the bad debt ratio;
* Reducing the accounts receivable greater than 90 days;
* Improving the clean claim rate;
* Reducing denials from payers.
* Manage all service programs, including external vendor programs and systems.
* Ensure compliance with relevant regulations, standards, and directives from Corporate Compliance and regulatory agencies.
* Oversee the integration of revenue cycle interfaces with financial reporting systems.
* Motivate and lead a high-performance management team; attract, recruit and retain required members of management as needed; provide mentoring as a cornerstone to management career development.
* Work closely with leaders in the areas of Finance, Human Resources, Business & Health Informatics, Clinical Operations to achieve business objectives and implement organizational strategy.
* Responsible for setup, implementation, and on-going maintenance of practice management system with support from the BI Department.
* Participate and attend Committee meetings as assigned or requested.
* Review month-end reports; make assessments of progress, and report to the Senior Leadership Team and Board of Directors, as needed.
* Interface and communicate with hospital administration(s), surgeon offices and staff as needed.
* Responsible for payer contractual relationships, negotiating contracts to maximize revenue opportunities.
* Participate in orientation and education of new sites and/or acquisitions.
* Maintaining a current knowledge of all applicable federal and state privacy laws and regulations. For example, HIPAA.
* Cooperating with the Department of Health and Human Services Office of Civil Rights and other legal entities in any compliance reviews or investigations pertaining to the Revenue Cycle.
* Assess and respond to organizational and customer’s needs with innovative programs to ensure customer satisfaction.
* Assist, monitor and support daily staff functions in conjunction with the Revenue Cycle Management Team(s):
* Hiring and training of all personnel.
* Ensuring compliance with policies and procedures.
* Ensuring performance standards are achieved as described in each individual job description.
* Scheduling and staffing assignments.
* Adhere to all company policies and procedures.
* Mentor employees, conduct performance evaluations, counsel, and provide disciplinary actions to assigned personnel, and works to facilitate individual and team development that drives positive results.

**Supervision Received:** Chief Financial Officer

**Supervision Exercised:** Director of Patient Accounts, Director of Business Systems Support, Director of Patient Financial Services

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Suggested Competencies:**

* Strong financial management skills, including the ability to financially analyze data for financial reporting, budgeting, forecasting, AR analysis and staffing analysis.
* Leadership skills to motivate department performance towards goals and develop team working style.
* The ability to make a significant contribution to the organization’s overall effectiveness.
* Knowledge of organization policies, procedures and systems
* Expert understanding of the revenue cycle
* Strong analytical and problem-solving skills to identify trend and issues and ability to solutions to address issues
* Knowledge of contractual management practices
* Skill in computer applications including MS Word, MS Excel.
* Analytical abilities required to identify and resolve underpayments relating to specific payers, coding issues, etc.
* Ability to work effectively with staff, physicians and external customers. Must display teamwork attitude and good inter-personal skills.
* Ability to work independently with limited supervision.
* Knowledge of CPT, ICD-10, and HCC coding.
* Exercises excellent listening skills.
* Strong leadership and management skills.

**Qualifications:**To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

Education: Bachelor’s degree in a Business, Finance, Healthcare, or related field. Master’s degree required. 10 years of experience may be considered in lieu of both degrees.

Work Experience: 10-12 years of Healthcare Revenue Cycle experience, required. Federally Qualified Health Center experience preferred. Project management experience, and the data elements required for a successful project, preferred. 10 years’ experience in a leadership position, required. Knowledge and use of the NextGen system, preferred.

**Language Ability:**Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Needs high language skills.

**Math Ability:**Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**Reasoning Ability:**Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. High reasoning and critical thinking abilities, analytical skills.

**Computer Skills:**To perform this job successfully, an individual should have knowledge of Word Processing software; Internet software and Database software. An individual should also be skilled in PC based systems and have keyboarding skills.

**Certificates and Licenses:**None

**Work Environment:**The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. OSHA risk level/work environmental hazards: This position has been categorized as OSHA Level Three. See Exposure Control Plan for details. The noise level in the work environment is usually quiet.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 50 pounds. While performing the duties of this Job, the employee is regularly required to sit. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 50 pounds. While performing the duties of this job, the employee is regularly required to sit. The employee is occasionally required to stand and walk.