

 Oroville Hospital <b>Job Description for Recovery Supervisor</b>	Department:	<b>Business Office</b>
	Dept. #:	<b>8530</b>
	Last Updated:	<b>07/21/08; 7/25/2013</b>
	Position:	Exempt

### **Reports To**

Director of Patient Financial Services

### **Job Summary**

The Recovery Supervisor is responsible for monitoring Business Office recovery staff and collection processes to assure compliance with Patient Financial Services policies and procedures.

Ensures that accounts receivables are kept at acceptable levels as established by the hospital.

### **Duties**

1. Supervises and trains hourly employees in performance of tasks associated with billing, collection and reimbursement from third party payers.
2. Works closely with CFO, Patient Financial Services Director, other business office supervisors and Finance department to achieve financial strength, good public relations, accounts receivable control, and smooth information flow.
3. Secures efficient and timely follow up functions. Assures that no account is written off due to lack of follow up or neglect.
4. Reviews and analyzes accounts receivable accounts and variance reports. Periodically reviews and reports the status of accounts receivable to the Director of Patient Financial Service and CFO.
5. Maintain professional relationships with other hospital department supervisors, managers, administration, physicians and facility based personnel to coordinate and resolve charge capture, collections and patient satisfaction related issues.
6. 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 by means of positive communication.
7. Generates and evaluates daily, weekly and monthly reports for the recovery staff and for financial and managerial audit.
8. Monitors Business Office processes generally and individual workers specifically to assure that recovery is correct and timely.
9. Ensures timely follow up and resolution of accounts receivable balances
10. Keeps up to date on changes imposed by Medicare, Medi-Cal, Commercial Insurances as well as Federal and State Laws impacting health care.
11. Knowledge of bad debt, credit and collection policies and procedures.
12. Approves write offs and authorizes Charity Care adjustments within the limits set for this position by policy.

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13. Must be capable of performing all tasks required of Patient Accounting or Credit and Collection Clerk staff.
14. Assist in monthly account receivable analysis and other related financial reports.
15. Perform other duties as assigned.

### **Qualifications**

1. High School graduate or equivalent. College degree in business or accounting preferred but not required.
2. Minimum of two (2) years of previous experience in billing, collection, reimbursement or recovery in a health care facility
3. Strong work ethic and enjoys working with patient and staff.
4. Excellent oral and written communication skills.
5. Strong analytical and organizational skills.
6. Ability to foster an environment that nurtures collaboration, teamwork, and mutual respect
7. Project management experience and ability to handle multiple functions and project deadlines simultaneously.
8. High computer aptitude, including advanced knowledge of Microsoft Excel, Word experience.
9. Informational needs of the hospital clinical and administrative departments, contract, insurance, government, and government funded payers
10. Billing and collection requirements of Medicare, Medi- Cal, insurances, contract payers, and government entities
11. Credit and collection requirements to effect timely follow-up and resolution of accounts receivable balances
12. Telephone protocols to protect consumer relationships
13. Basic cash bookkeeping suitable to cashier functions
14. Demonstrated record of continuing education/training and professional development
15. Ability to work well under stress and deadlines
16. Represents the Business Office / Patient Accounting on various committees.
17. Demonstrates tact and acts objectively in difficult situations. Accepts and responds professionally to constructive criticism.
18. Displays an attitude of respect and acceptance of various cultures.
19. Interacts in a way that increases the likelihood that an agreement can be reached during a conflict.
20. Follows HIPAA regulations and protects patient confidentiality and privacy.
21. Maintains courteous and professional relationships with patient/family/public/staff/physicians.

### **Lifting Requirements**

Sedentary- generally, lifting not more than 30 lbs. maximum and occasionally lifting and/or carrying such articles as reports, files and small items.