



## **Job Description**

### **Center for Retina and Macular Disease**

**Job Title:** Business Office Manager

**Department:** Business Office

**FLSA Classification:** Exempt

**Job Reports To:** Managing Physician

#### **Job Summary**

The Business Office Manager is responsible for managing and supervising daily activities of the business office including insurance reimbursement and receivables management, accounts receivable, accounts payable, daily deposits, and financial reporting. This person will possess excellent leadership, customer service, analytical and problem resolution and computer skills.

#### **Responsibilities/Activities**

- Oversight of all billing, accounts payable, accounts receivable – ensuring accuracy and timeliness
- Cash management responsible for end of month close and end of month reports
- Responsible for overall direction, coordination and evaluation of business office employees, including training, planning, assigning and directing work, timely performance reviews, recognition and corrective actions as needed, addressing complaints and resolving issues
- Establish team priorities, goals and timeliness of collections and projects
- Routine claim auditing to ensure quality and consistency in billing process
- Supervise the appeals process for denied claims
- Keep current on all government and insurance carrier rule changes and maintain compliance at all levels
- Prepare and distribute weekly, monthly, quarterly reports as requested
- Ensure the Business Office maintains patient confidentiality in accordance with clinic policy and HIPPA guidelines

#### **Skills**

- Thorough understanding of medical billing, collection and payment posting, third party payers and government entities
- Working knowledge of CPT and ICD-10 Codes, HIPPA, medical terminology, billing and insurance regulations and appeal process
- Excellent computer skills including Microsoft Office Suite; advanced Excel skills are required
- Ability to manage multiple projects, multi-task and prioritize work of the Business Office
- Strong organizational and problem solving skills and detail orientation
- Experience in implementing and monitoring financial controls
- Effective and professional written and verbal communication skills

- Self-motivated individual capable of efficient time management
- Provide exceptional customer service; communicate both internally and externally in a pleasant and professional manner
- Demonstrate good teamwork, ability to be positive, enthusiastic and helpful

**Minimum Requirements:**

Associates Degree in Business or Accounting or related field required; Bachelor's in Business or Accounting or related field is strongly preferred

3-5 years experience in medical billing/collections, AP/AR, accounting and financial management

5 years in a supervisory role, with a minimum of 6 direct reports

**Essential Physical Functions:**

Employee is regularly required to stand, walk and sit for long periods of time, stooping and bending/stretching for supplies. Requires occasional lifting of files or paper weighing up to 25 pounds. While performing the duties of this job, the employee is regularly required to talk and hear. The employee uses hands to finger, handle or feel and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:**

Work is performed in an office environment with moderate noise level.

**Equipment:**

Computer, multi-line phone, calculator and other office equipment

**Reasonable accommodations may be made to enable individuals to perform the essential functions.**

**Additional Comments:**

**Please note this job description is an overview and not designed to cover all responsibilities and duties for this position. Duties, responsibilities and activities may change at any time with or without notice based on the business needs of the clinic.**