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## Revenue Cycle Director

The Revenue Cycle Director is responsible for overall management of Billing and Revenue Cycle processes for Ruby Valley Medical Center. The Revenue Cycle Director reports directly to the Chief Financial Officer.

### Duties/Responsibilities:

1. Support and practice the Mission and Philosophy of Ruby Valley Medical Center;
2. Annually develops and reviews operating objectives for each cost center;
3. Develop necessary policies and procedures, and review such annually to ensure relevancy.
4. Participate in monthly department head and other leadership meetings;
5. Demonstrate a working knowledge of RVMC established performance improvement tools;
6. Participate in organization wide Quality Assurance Program;
7. Ensure all new employees receive general and department specific orientation;
8. Ensure all supervised employees receive annual mandatory training;
9. Perform employee evaluations as required;
10. Ensure all supervised staff follow time and attendance guidelines and are scheduled for Paid Time Off as accrued and requested;
11. Participate in development of annual budget;
12. Manage financial performance within guidelines of established budget;
13. Work closely with CFO on creating and maintaining revenue cycle strategies;
14. Oversee patient check-out procedures and collection of payment for non-covered services;
15. Ensure patients are properly registered at time of service and all necessary demographic and insurance information is collected for maintaining accurate medical records and billing processes;
16. Accurately assist in order-entry and charge capture processes;
17. Ensure all patient's medical records are coded appropriately;
18. Ensure all patient's medical records are maintained appropriately, including all requests of medical records;
19. Oversee the administration of the billing process to patients and third party providers in a timely and efficient manner;
20. Process claims for insurance and Medicare reimbursement;
21. Reconcile denied claims in a timely and efficient manner;
22. Ensure payments received are posted in an accurate and timely manner;
23. Monitor accounts receivable by patient and third-party provider to assure collection with minimum delay;
24. Take necessary steps to collect over-due accounts;
25. Review and take action and provide resolution on patient/customer complaints related to Revenue Cycle Management;
26. Other duties as assigned.

**Minimum Qualifications and/or Licensure:**

- Bachelor's Degree in a Healthcare, Business, or related field required. An equivalent combination of education and experience may be considered in lieu of the degree. CPC, CPB, or similar certification is encouraged.
- The successful candidate must display a proven track record of revenue cycle management success. This individual should have a minimum of 10 years of work experience, with no less than 5 years in a healthcare organization.

**Knowledge and Skills Required:**

- Excellent verbal and written communication skills.
- Excellent interpersonal skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks.
- Regulatory guidelines;
- Knowledge of departmental policies and procedures;
- Confidentiality and Patient's Rights.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_