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Patient Access Manager

Position Summary

Manages all onsite Patient Access operations, maximizing patient throughput while gathering appropriate critical data to obtain reimbursement for services rendered. Personally responsible for patient financial counseling and patient balance collections. Responsible for leading and directing the work of all onsite front-end operations within the Patient Access department. Motivates staff to achieve the highest levels of customer satisfaction and to meet the organization goals for customer service and financial performance. Optimizes staff performance through process redesign, policy/procedure implementation, communications, continuing education and professional development activities, staff empowerment and outcome feedback.

Essential Functions

- Knows, understands, incorporates, and demonstrates the RVMC Mission, Vision, and Values in behaviors, practices, and decisions.
- Manages Patient Access staff, processes & systems, and coordinates activities that may focus on onsite patient registration/intake, medical necessity screening, point-of-service collections, dissemination of patient information, pre-service notification and authorization, securing insurance and demographic information prior to service, and support coverage of other departmental divisions. Responsible for front end unbilled management and denial prevention. Responsible for managing of performance metrics to drive best practice processes and financial gain.
- Manages the development of colleague work schedules to ensure cost effective staffing that meets customer requirements.
- Represents director in problem resolution when director is unavailable.
- Serves as a subject matter expert for developing training materials, systems, procedures, and new programs.
- Leads the design of registration processes and systems to improve overall patient experience, data integrity, and staff productivity/quality to achieve departmental goals and process outcomes.

- In coordination with the director, identifies and implements opportunities for staff to increase their knowledge base, advance their practice and enhance their professionalism through staff orientation and continuing education opportunities. May manage some degree of training to meet these goals.
- Maintains work site in full operational order:
 - Supports the ordering of supplies and other materials in compliance with budgetary constraints;
 - Maintains a neat, orderly work environment that denotes professionalism and efficiency; and
 - Manages the development of job aides to assist the staff in performing work assignments.
- Monitors and reviews performance appraisals. Manages regular ongoing performance feedback cycle, performs associate evaluations, and reviews and approves performance goals:
 - Provides feedback in a prompt, direct and positive manner; mentors and coaches colleagues to ensure positive outcomes;
 - Conducts performance evaluations;
 - Provides counseling and/or conflict resolution regarding unresolved performance issues, demonstrating effective use of the disciplinary process; and
 - Establishes a written developmental plan with clear expectations and subsequent consequences.
- Other duties as needed and assigned by the director.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and should not be considered a detailed description of all the work requirements that may be inherent to the position.

Minimum Qualifications

- Must possess a demonstrated knowledge of all aspects of patient access operations, including but not limited to; patient registration, point-of-service, medical necessity, and collections, as normally obtained through a Bachelor's degree in Healthcare or Business Administration, or a related field, or an equivalent combination of education and experience. Three (3) to five (5) years of relevant patient access/business office experience with documented evidence of performance achievement, history of operational process improvement suggestions and voluntary commitment to projects/teams may substitute for education. Three (3) to five (5) years supervisory experience are preferred.
- Customer service background is strongly preferred. Must be proficient in the use of Patient Registration/Patient Accounting systems and related software systems. Must be proficient in the use of Microsoft Office business software.

- Demonstrated ability to lead and manage diverse workforce in a learning environment with frequent changes in departmental priorities.
- Maintains current knowledge of registration/pre-service processes, point-of-service collections, processes and systems; regulatory and 3rd party payer issues and requirements. Must become familiar with local charity policy and payment options.
- Ability to communicate and work with patients, physicians, physician office personnel, associates, multiple direct patient care providers and others in order to expedite the registration/intake process. Dynamic communication skills (verbal and written) in dealing with trainees, associates, and internal/external customers.
- Displays ongoing leadership in promoting positive attitudes and ensuring exceptional customer service. Capability and flexibility to develop skills needed as a change agent; Ability to form partnerships through consensus. Serves as a change agent, coach, mentor, team builder and facilitator.
- Effective critical thinking, problem solving, analytical analysis and decision-making skills. Strong quantitative and analytical abilities to process and display data.
- Flexible work style, tactful, poised, and patient. Ability to handle a high degree of pressure, heavy workloads, multiple requests, numerous interruptions, and short deadlines in a positive manner, establishing priorities for effective work completion. Adapts quickly to changing conditions, assimilating new processes into job functions and taking ownership.
- Exhibits superior management skills that emphasize team-building and strong leadership with the ability to provide clear direction to the department, while also functioning as an individual contributor.

Signature: _____ **Date:** _____

Print Name: _____