

BUSINESS OFFICE MANAGER**NATURE OF WORK IN THIS CLASS**

Manages the Business Office of the hospital in varied business transactions and activities and accounts, including payment processing, billing, credit and collections, record keeping and related functions.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed; nor do the examples cover all duties which may be assigned.)

Plans, directs and coordinates the business office activities of the hospital.

Formulates policies, procedures, forms and other procedural guidelines; recommends/implements changes and improvements in policies and other program requirements to improve effectiveness.

Prepares financial, statistical and other administrative reports and correspondence.

Analyzes current financial operations and develops short and long-range plans towards a positive posture.

Participates in the reconciliation process with the HMO which entails negotiations with various insurance companies focusing on payment denials.

Confers with patients regarding their account status and negotiates payment arrangements.

Assists external auditors in their examination of the hospital's revenues and accounts receivable subsidiary ledgers.

Prepares the department's budget; administers established policies for department assigned personnel, training, and safety.

Maintains records and prepares financial and administrative reports.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the principles and practices of accounting.

Knowledge of hospital billing and collection requirements and third party reimbursement regulations.

Knowledge of business office practice and requirements relating to hospital patient revenue.

Knowledge of HMO, Medicare, Medicaid and similar programs with regards to billing, payment and reporting requirements.

Knowledge of automatic data processing.

Ability to plan, direct and coordinate business office activities within a hospital setting..

Ability to interpret, explain and apply pertinent laws, regulations and other program guidelines.

Ability to formulate working policies, procedures and other guidelines.

Ability to prepare and maintain financial, statistical and other administrative reports.

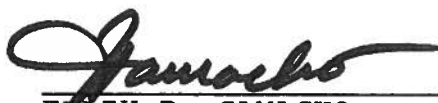
Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

MINIMUM EXPERIENCE AND TRAINING

- A) Five (5) years of progressively responsible experience in accounting or hospital business office operations including one (1) year in a supervisory capacity, and graduation from a recognized college or university with a Bachelor's degree in accounting, business or public administration, or related fields; or
- B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills.

AMENDED: **JANUARY 1990**
PUBLISHED: **OCTOBER 1990**
PR 49



FELIX P. CAMACHO
Executive Director
Civil Service Commission