



Urban Indian Center of Salt Lake

POSITION DESCRIPTION

JOB TITLE:	BUSINESS OFFICER MANAGER
SALARY GRADE:	\$18.00-\$25.00/HR (depending upon credentials & experience)
APPOINTMENT:	FULL-TIME (NON-EXEMPT)
SCHEDULE:	M-F 8:30AM – 5:00PM (occasional weekend and evening)
SUPERVISORY:	YES

The mission of the Urban Indian Center of Salt Lake is: “Serving *The People* by honoring Native cultures, strengthening health and wellness programs and cultivating community.”

SUMMARY OF WORK:

Under the direction of the Urban Indian Center of Salt Lake (UICSL) Executive Director (ED), the Business Office Manager plans and directs the operations of the Business Office (Benefits, Referral, Billings and Collections) ensuring the accuracy, timeliness, efficiency and effectiveness of the entire department.

DUTIES & RESPONSIBILITIES:

BUSINESS OFFICE: 80%

- Ensures timely, consistent and accurate charge data entry, claims filing and effective collections of charges.
- Oversees the entire revenue cycle process and points of contact to assure timely, responsive and efficient accurate submission of claims and posting of reimbursements.
- Regularly monitors the adjudication tasks to ensure tasks are performed accurately and in a timely fashion in accordance with established protocol and carrier contracts.
- Works with ED to provide consistent and effective working of all aged trial balance reports at all times.
- Works with ED to develop systems to maximize reimbursements. Ensures refunds and write-offs are appropriate, timely and properly approved.
- Analyzes and implements Best Practice options.
- Develops and maintains working knowledge of the RPMS (Electronic Health Record).
- Ensures effective and appropriate ongoing upgrades to RPMS/EHR.
- Develops and generates computer and RPMS/EHR reports analyzing them for accuracy in order to monitor and improve the operations of the Business Office.
- Provides Business Office personnel the information and report tools needed to perform effectively and efficiently.
- Ensures supporting documentation of all Business Office transactions are maintained in an orderly and user-friendly fashion for an appropriate length of time.
- Evaluates all previous, current and potential Business Office processes in an ongoing effort to increase efficiencies, reduce expenses and improve collections in all departments.
- Standardizes and documents in an orderly fashion all policies and procedures established in the Business Office. Communicates such policies and procedures to affected personnel.
- Participates in all facets of the hiring and performs the performance management process of department personnel. Duties include but are not limited to: interviewing, selecting, training, evaluating performance as well as coaching, counseling and/or disciplining employees, as needed.
- Reviews and approves timecards and time off requests of assigned personnel in appropriate timecard management systems.
- Conducts staff performance evaluations and maintains regular communication regarding individual goals, objectives, work plans, strengths and weaknesses.
- Works collaboratively with Human Resources on all personnel issues to ensure proper procedures are

followed in accordance with disciplinary and documentation process.

- Effectively delegates and directs duties to Business Office personnel.
- Optimizes cross-training opportunities to improve efficiency allowing for excellent customer service during vacations, illnesses and turnover.
- Makes recommendations to the ED on best ways to utilize the Billing Specialist for reimbursement.
- Attends a variety of other departments' meetings, including Administrative, Nursing and Receptionist meetings, in order to share and gather information pertinent to the Business Office.
- Establishes and maintains effective ongoing working relationships and contacts with all contracted insurance carriers.
- Prepares the annual budget for the Business Office and operates within approved budgets.
- Provides Business Office related feedback to the ED pertinent to insurance contract negotiations.
- Maintains own office and the Business Office areas in an organized, professional manner.
- Creates and maintains within the Business Office a positive and friendly atmosphere of professionalism and customer service as it pertains to patients, insurance carriers, and employees in other departments.
- Proactively creates and maintains a positive and friendly atmosphere of team work, professionalism and inclusiveness for all members of the Business Office team.
- Interacts consistently in a positive, practical, proactive, friendly and professional manner with other departments, supervisors, managers, providers and carriers.
- Proactively seeks out ongoing collaboration with EHR and Information Services in order to maximize the effectiveness of all systems.
- Thinks creatively on a regular basis to generate ideas to improve the Business Office and UICSL as a whole.
- Engage in quality improvement and accreditation/NCQA recognition activities.
- Provides basic health education, including health promotion and disease prevention (HP/DP) education.

LEADERSHIP 20%

- Acts as a role model exemplifying the standards and expectations set forth in the Employee Handbook (conduct, attendance, compliance, training, etc.).
- Ensures adequate employee training and compliance with OSHA, HIPAA, and other regulatory requirements.
- Effectively directs the work of others and provides regular performance feedback.
- Deals with employee performance and attendance issues in a timely manner.
- Builds rapport with staff and peers that result in effective work relationships.
- Communicates well with different levels of the organization, expressing ideas, information and opinions in a professional manner.
- Effective at recognizing and anticipating problems or problematic situations. Arrives at solutions giving careful attention to the situation and its impact on others. ‘
- Maintains composure in difficult or demanding situations.
- Demonstrates competency with all software, computer systems and office equipment. Adapts to new systems, applications, and work-flow changes.
- Attends all applicable training on new systems, applications and work-flow changes.
- Acts ethically and professionally and as a supportive team member to other supervisors, management and/or providers.

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of and a demonstrated respect for AI/AN history, values, customs, and practices.
- Knowledge of medical terminology.
- Knowledge of CPT and ICD-10 coding.
- Knowledge of general accounting processes.
- Working knowledge of RPMS/EHR.
- Strong computer skills.

- Strong skills in professional networking, creating and maintaining community partnerships
- Excellent interpersonal/professional skills, i.e., ability to respectfully interact with people.
- Ability to read and comprehend simple instruction, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Demonstrated ability to handle the occasional stressful and problematic situation.
- Proficiency with Microsoft software, Excel program and knowledge of database software (RPMS).

REQUIRED QUALIFICATIONS:

- Bachelors degree in Accounting, Finance, Business Administration OR equivalent years of experience in related position.
- Knowledge of and a genuine respect for American Indian/Alaska Native values, customs, and practices.
- Must have valid Utah driver’s license or ability to obtain upon hire.
- Must have a clean driving record and ability to be insured on UICSL auto policy.
- Must have a clean criminal background report.
- Must have a current immunization record.

All positions at the Urban Indian Center of Salt Lake have the responsibility to carry out functions to maintain inspection and survey readiness, participate in Quality Improvement initiatives, as well as assist in and/or provide education for health promotion and disease prevention. UICSL supports a safe, healthy and drug-free work environment through criminal and caregiver background checks, UICSL maintains a drug & smoke-free environment.

This is a general outline of the essential functions of this position and shall not be construed as an all-inclusive description of all work requirements and responsibilities. The employee may be required to perform other job-related duties as requested by the designated work leader(s). All requirements are subject to change over time.

Employment at the Urban Indian Center of Salt Lake (UICSL) is on an at-will basis, which means that your employment may be terminated by you or UICSL at any time, for any reason or for no reason, with or without notice, and without any procedure or formality. The at-will nature of your employment is not affected by any of the guidelines of this Job Description and cannot be modified by any oral promise from any supervisor or by any other writing unless duly executed by the employee and the Chair of the Board of Directors. UICSL reserves the right to change, replace, withdraw or deviate from any of the guidelines contained in this Job Description without prior notice.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, pregnancy or pregnancy-related related conditions, age (40 and over), or any other characteristic protected by applicable federal, state or local laws.

**Indian hiring preference may apply to some positions (as defined in Title XXV, US Code Sections 44-46, 42 U.S.C. (2000e-2 li) and 474.) For the purposes of the Urban Indian Center of Salt Lake, Indian Preference Policy, “Indian” shall mean “any member or descendant of a member of a federally-recognized tribe.” Applicants must meet the established minimum qualifications in order for Indian preference to apply. Candidates will be required to furnish documentary evidence of their qualifications for Indian preference.*