

Position Title: Billing Manager

Department: Administration

Report to: Practice Manager

Type: Full Time, Exempt

Position Summary

Southwest Center for HIV/AIDS, is seeking an experienced Billing Manager who is responsible for all aspects of our billing department. This includes experience with coding, accounts receivable and credentialing providers with Medicare, Medicaid (AHCCCS) and commercial health plans. The ideal candidate will have a minimum of five years' experience in billing management and possess the skills necessary to improve our current coding and billing procedures and reduce payment delays.

The successful applicant is responsible for designing, implementing and enforcing policies and procedures, as well as streamline effective billing processes across multiple markets. This position is highly visible and requires a strong leader with the ability to prioritize, plan, and interface with internal and external customers. The applicant will also work on a number of tasks requiring significant data analysis, in-depth evaluations and exercising judgement within the appropriate scope of practice.

Essential Functions

This job description serves only as a general description of anticipated day-to-day responsibilities of the position. The Practice Manager retains the discretion to add duties or change the duties of this position at any time.

Essential Skills and Responsibilities

- Oversee and streamline billing and collection processes.
- Strong leadership skills.
- Month-end closing of the billing group information.
- Plan and implement quality assurance for all processes.
- Identify customer billing issues and follow up with billing resolution.
- Ability to work independently and collaboratively within a team environment.
- Detail oriented with accounting background.
- Excellent analytical and problem solving skills.
- Ability to manage multiple projects concurrently.
- Ensure clinicians are properly credentialed and that SWC as an agency is credentialed with appropriate funding sources to provide services to SWC clients.
- Communicate regularly with AHCCCS healthcare plan liaisons.
- Be familiar with Medicare, commercial insurances and AHCCCS health plan provider contracts and manuals.
- Oversee and participate in development and maintenance of appropriate policies and procedures for SWC billing department.
- Ensure documents and records are managed in keeping with all HIPPA standards.
- Perform other administrative duties as assigned.
- Experience with billing to Medicare, AHCCCS plans and all commercial carriers.

Minimum Qualifications

- At least five years of Billing Management experience
- Extensive knowledge of billing procedures, coding, A/R, and ICD10 codes.
- Full understanding of HIPAA and protecting client confidentiality.
- Ability to read and interpret financial statements.
- Proficient in Microsoft Office (Word, Excel, Outlook, and PowerPoint) software applications and competent in using electronic medical records (EMRs) and information systems.
- Excellent written and verbal communication.
- By first day of employment able to present:
 - a valid level one finger print clearance card;
 - active CPR/First Aid certification; and
 - Tuberculosis (TB) test and clearance performed within past 365 days.
- Strong management skills and extensive history of professional leadership.
- Ability to establish and maintain effective relationships with clients, other employees, contract agencies, community partners, and the general public.
- Professional, diplomatic, focused and non-judgmental in difficult situations.
- Be a highly organized self-starter with excellent problem solving skills and ability to multi-task effectively and perform in a high stress and fast paced environment.
- Able to work with changing deadlines and priorities while maintaining a positive attitude.
- Able to establish rapport and maintain effective communication with culturally diverse populations from a wide range of life circumstances and backgrounds.
- Work effectively in a mission-driven agency whose clients and staff exhibit significant diversity with respect to race, ethnicity, gender identity, gender expression, sexual orientation, socio-economic status, nationality and religion.

Preferred Qualifications

- Experience with ECW
- Professional experience as a billing manager with a practice that serves a significant portion of people who are living with HIV/AIDS, accessing PrEP or receiving HRT.
- Associate degree in accounting/finance/business management preferred.
- Personal or professional experience regarding members of the Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, and Intersexed communities strongly preferred.
- Personal experience regarding people living with HIV/AIDS strongly preferred.
- Associate degree in accounting/finance/business management preferred.

Environmental Factors and Conditions/Physical Requirements

- This position requires working more than 40 hours per week.
- Work primarily in a climate controlled environment with minimal safety/health hazard potential.
- Office environment, exposure to computer screens for lengthy periods of time.
- This position may require evening and occasional weekend work.
- While performing the duties of this job, the employee is regularly required to walk, sit, stand; use hands, talk, and hear. The employee is occasionally required to reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.
- This position may require the employee to occasionally climb, balance, stoop, kneel, crouch, bend or crawl.



Job Description

- This position must frequently lift and/or move up to 10 pounds and occasionally lift and/or move more than 100 pounds and assist clients.
- Requires operating standard office equipment (i.e. telephone, computer, fax machine, copier, etc.).

How to Apply

- Apply through posting on Indeed
- Application deadline is October 12th, 2019

The Southwest Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.