

# Business Office Manager

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## Job Description

**FUNCTION:** The Business Office Manager is responsible for assuring all information needed for accurate and timely billing is complete and ongoing documentation of changes, re-certifications and level of care documentation is present and timely.

**SUPERVISORY RESPONSIBILITIES:** Receptionist.

**ACCOUNTABILITY LINE:** Administrator and dotted line to the Director of Accounts Receivable and Reimbursement.

**QUALIFICATIONS:** The minimum qualifications of the Business Office Manager position include the following:

- Must have knowledge and experience in accounting functions, including accounts payable, billing, accounts receivable collections, and bank reconciliations. A degree is preferred, but not required with significant relevant experience.
- Experience in long term care billing and collections preferred. Knowledge of Medicaid, Medicaid Pending and general insurance understanding preferred.
- Excellent written and verbal communication skills. Excellent interpersonal skills.
- Strong organizational skills, including managing the outcomes of others, and the ability to effectively multi task.
- Ability to work well with an interdisciplinary team and health care providers.
- Ability to establish and maintain rapport with clients and referral sources.
- Effective user of technology, including typing, personal computer and software applications in job functions. Examples include Microsoft Outlook, Email, Word, Excel, Internet, and use of billing and accounting software.
- Ability to read, analyze and interpret, professional journals, technical procedures or governmental regulations. Ability to communicate orally and through written reports and other documents relating to resident, staff and others. Ability to effectively present information and respond to questions from groups of executives, managers, clients, customers, and the public.
- Ability to define and solve problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical journals and deal with several abstract and concrete variables.

### Essential Functions and Responsibilities

Advantage Living Centers expects their employees to promote an atmosphere of teamwork, exemplify the values of CARING (Compassion, Accountability, Respect, Integrity, Nimbleness and Generosity and uphold the pursuit of creating a person-centered culture for Residents and Team Members. To perform this job successfully, an individual must also be able to perform each key function satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the key functions.

- Evaluate referrals to determine if an active payer source is present or if the resident may be eligible for Medicaid (Medicaid pending).

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- Gather accurate data needed for billing including authorization numbers. Verify coverage and accurately input into billing system.
- Complete and generate accurate information necessary to bill residents and third party payors on a timely basis.
- Direct involvement in accounts receivable collections process, including responsibility for pursuit of delinquent accounts.
- Support efforts of the interdisciplinary team to establish or re-establish a payer source if needed.
- Establish and maintain communication with patients, family members and others responsible for payment for patient care services.
- Demonstrates honesty and integrity at all times in the care and use of resident and facility property.
- Ongoing interaction with facility staff, administration, vendors and government agencies.
- Completes the following procedures accurately and timely:
  - Daily Census. Maintain an accurate daily census of residents and resident payor types (Medicare, Medicaid, Private, Other), in an excel spreadsheet by balancing to manual building census. Update census in accounting software daily.
  - Cash Receipts. Prepare and makes cash deposits on a daily basis. Complete deposit update in accounting software daily.
  - Resident Trust Accounts. Maintains accurate and complete records for accounts held in trust by the facility, in accordance with the policies and procedures of the facility.
  - Petty Cash. Maintain or manage accurate and complete records related to any petty cash held in the facility.
  - Level of Care Determination Log – oversees and assures LOCD log is maintained and residents requiring and LOCD will have a fully executed document timely.
- Complete and accurate adherence to closing procedures on a monthly basis in accordance with facility reporting guidelines. These would include, but are not limited to:
  - Census reconciliation
  - Cash receipts reconciliation
  - Billing log reconciliation and completion
  - Supervise the timeliness of all input of vendor invoices
  - Completion of month end closing checklist in a timely manner. Maintenance of accurate and complete historical records
- Responsibility for completing certain external reports for third parties.
- Assures coverage of receptionist position with qualified, well trained personnel.
- Follows departmental policies and procedures accurately. Adheres to rules and regulations of State and regulatory agencies in performing billing and reimbursement functions.
- Participation in relevant in-service training sessions.
- Meets and exceeds established productivity standards.
- Participates in quality assurance and improvement processes.
- Attendance and participation in relevant facility and corporate meetings

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- Develop a working knowledge of all emergency and disaster procedures of the facility.
- Willingness to perform other duties as assigned, including various clerical duties as they are necessary.

**Resident Rights:** Promotes and protects resident's rights; supports the resident in the exercise of his or her rights. assists residents to make informed decisions; treats residents with dignity and respect; protects resident's personal belongings; reports suspected abuse neglect, exploitation or misappropriation of property; avoids the need for physical restraints in accordance with current professional standards; supports independent expression, choice and decision-making consistent with applicable law and regulation.

**Leadership:** Demonstrates willingness to try new tasks; generates new ideas for change; evaluates and recognizes priorities; challenges others to learn; keeps current and integrates new information; communicates and models organization values; fosters high performance.

**Process Improvement:** Applies process improvement methods and techniques and identifies processes for improvement in daily work.

**Environment of Care and Safety:** Assures resident environment is safe and takes necessary steps to intervene if an unsafe situation is identified; demonstrates understanding of fire and emergency procedures; participates in fire and disaster drills; demonstrates understanding of safety and security procedures; applies safety and security precautions; demonstrates understanding of hazardous materials plan; demonstrates proper use of equipment.

**Infection Control:** Applies hand washing principles during daily work; demonstrates understanding of isolation precautions; recognizes signs and symptoms of infection and complies with the employee health program; demonstrates understanding of the process for identifying and handling infectious waste; maintains personal hygiene; complies with OSHA standards in the work place; and demonstrates understanding of cross contamination.

**Information Management:** Enters or records data timely and accurately; protects confidentiality of resident information (in accordance with HIPAA policies); protects data against loss or destruction; reports suspected violation of security/confidentiality issues; logs onto the system using own password; logs off the system when leaving the work station; reviews data and identifies trends; deletes passwords of employees no longer needing access to software programs.

**Continuing Education:** Attends in-service training programs; attends continuing education required for maintenance of certification.

**Physical Demands:** The physical demands described here represent those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to

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stand, walk, use hands or fingers, reach with hands and arms, talk or hear. Specific vision abilities required by this job include close vision, distance vision and peripheral vision.

**Job Description Review:** I understand the job description, its requirements and that I am expected to complete all duties as assigned. I understand the job duties may be altered from time to time. I have noted below any accommodations that are required to enable me to perform these duties. I have also noted below any job duties that I am unable to perform, with or without accommodations.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CC: Personnel File  
Employee