UNIVERSITY OF SOUTHERN CALIFORNIA

Associate Director of Consolidated Business Office, USC Care

Job Code: 189142

Grade: 00
OT Eligible: No
Comp Approval: 11/7/2013

JOB SUMMARY:
Oversees and manages a wide array of business management functions for the professional fee billing operation for USC Care including monitoring and managing of accounts receivables and developing strategies for reducing accounts receivable aging; tracking and prompt resolution of unpaid claims and implementing creative collection techniques. Participates in establishing a strategic direction, operational vision, and implementation plan for Revenue Cycle-Consolidated Business Office. Develops and implements quality assurance programs at each step of revenue cycle process. Develops and implements meaningful performance benchmarks at each step of claims process and brings best practices to operations. Directly or indirectly manages all staff assigned to unit. Reports to Director of Consolidated Business Office, USC Care Medical Group.

JOB ACCOUNTABILITIES:

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<tr>
<th>E/M/NA</th>
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<td></td>
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<td>Executes implementation plan for A/R Follow-up and Ancillary Support units of the Consolidated Business Office consistent with established strategic direction and operational vision. Ensures subordinate managers develop goals and objectives which are integrated with overall plans. Gathers multiple inputs and integrates diverse plans and requests based on department and university priorities. Monitors activities to ensure adherence to plans.</td>
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<td>Directly or indirectly manages all staff assigned to A/R Follow-up and Ancillary Support units through subordinate managers and supervisors. Determines staffing needs based on long term plans and strategies. Performs recruiting, screening, hiring, orienting and training staff. Reviews and recommends approval of salary administration practices including raises, promotions and reclassifications. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees, as required. Consults and advises department managers and supervisors on a regular basis to evaluate competence of work force and makes appropriate changes. Provides leadership in developing and improving staff engagement within unit. Approves staff professional training and development plans.</td>
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<td>Identifies and executes consolidation of billing activity within Consolidated Business Office structure where appropriate. Ensures resources are properly allocated to various entities within the consolidated Business Office.</td>
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Supports development of and implements quality assurance programs at each step of revenue cycle process. Ensures policies and procedures are in place to audit compliance and institute performance improvement plans when standards are not met. Utilizes a quantitative approach to gathering and generating statistics used to determine areas of progress and deficiency.

Supports development of and implements meaningful performance benchmarks at each step of claims process and brings best practices to operations. Collaborates with hospital leaders and affiliates to develop accurate, efficient, and maximized charging and billing practices.

Monitors key performance indicators within span of control. Collaborates with leadership and staff to develop and direct process improvement initiatives related to key performance indicators.

Supports development and oversees implementation of internal policies and procedures to properly govern the A/R Follow-up and Ancillary Support units of the Consolidated Business Office.

Supports development and maintenance of financial reporting systems for use internally by staff and for measuring performance externally to physician users. Ensures adequate systems are in place to facilitate prompt and complete claims.

Resolves issues and requests referred to office. Meets with concerned parties to discuss issues and determines best course of action for effective resolution.

Assists in the review of managed care contracts in coordination with other team members.

Ensures compliance with federal, state, and local codes, regulations and ordinances. Ensures compliance with all laws, rules, and regulations and work with regulatory agencies governing healthcare reimbursement by continually monitoring the financial implications and status of regulations and audits accordingly.

__E__ Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with university Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: □ No

☐ Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

Minimum Education:
Skills: Other:
- Analysis
- Assessment/evaluation
- Budget control
- Budget development
- Coaching
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Consulting
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interpretation of policies/analysesa/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Leadership
- Managerial skills
- Negotiation
- Networking
- Organization
- Planning
- Problem identification and resolution
- Project management
Public speaking/presentations
Research
Scheduling
Staff development
Statistical analysis
Teaching/training

Skills: Machine/Equipment:

- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

Supervises: Level:

Manages through multiple layers of subordinate supervisors.

Supervises: Nature of Work:

- Administrative
- Managerial
- Professional/Paraprofessional
- Project Management

SIGNATURES:

Employee: _______________________________ Date: _______________________________

Supervisor: _______________________________ Date: _______________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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