UNIVERSITY OF SOUTHERN CALIFORNIA

Director of Revenue Cycle Office, USC Care

Job Code: 189143

Grade: 00
OT Eligible: No
Comp Approval: 7/21/2014

JOB SUMMARY:

Oversees and manages a wide array of business management functions for the professional fee billing operation for USC Care including managing the collection, preparation and transmission of insurance claims to third party payers; coding and impact on reimbursements; 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. Establishes and manages effective ongoing communication with clinical departments to identify and address business needs. Establishes a strategic direction, operational vision, and implementation plan for Revenue Cycle. Develops and implements quality assurance programs at each step of revenue cycle process. Directs 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.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

--- --- Establishes and manages effective ongoing communication with clinical departments to identify and address business needs; provide guidance and timely response to customer service questions and requests; conducts regular meetings with department administration. Provides analysis and context for monthly performance data including projections and comparison to budget figures. Manages clinical department's expectations regarding financial performance. Maintains ongoing issues and priority list for departments. Completes analysis of issues for action, presents this information and implements or supervises action plans. Identifies sources of issues and communicates to appropriate parties. Provides departments with updates on new initiatives designed to improve billing performance.

--- --- Oversees and manages a wide array of business management functions for the professional fee billing operation for USC Care including managing the collection, preparation and transmission of insurance claims to third party payers; coding and impact on reimbursements; 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.

--- --- Provides leadership for Revenue Cycle Office. Ensures subordinate managers develop goals in 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.
Directly or indirectly manages all staff assigned to unit 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 approves 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.

Develops 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.

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.

Develops and oversees implementation of internal policies and procedures to properly govern the Revenue Cycle Office. Ensures compatibility with university policies and procedures. Ensures compliance and approves any necessary exceptions.

Develops and administers department budget. Makes major budgetary and resource allocation decisions. Approves all expenditures and ensures the generation of detailed financial reports. Analyzes financial data for trends and develops forecasts.

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.

Establishes and maintains appropriate network of professional contacts. Maintains currency through professional organizations and publications. Attends meetings, seminars and conferences; makes formal presentations.

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
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:
- Bachelor's degree
- Combined experience/education as substitute for minimum education

Minimum Experience:
- 10 years

Minimum Field of Expertise:
- Bachelor’s degree in Finance, Accounting, Business Administration, Healthcare Administration or related field. Ten years of progressive experience within the health care provider revenue cycle, including leadership/management experience, consulting and/or project management experience in revenue cycle design and optimization in healthcare or academic setting. Experience in managing complex, large-scale projects and/or multiple departments and establishing detailed work plans and setting priorities. Demonstrated excellent communication and interpersonal skills.

Preferred Education:
- Master's degree

Preferred Experience:
- 12 years

Preferred Field of Expertise:

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/analyses/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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