UNIVERSITY OF SOUTHERN CALIFORNIA

Director of Coding, USC Care

Job Code: 189147

Grade: 00
OT Eligible: No
Comp Approval: 3/11/2015

JOB SUMMARY:
Oversees, directs and provides strategic leadership for the operations and activities of the professional coding functions of USC Care Medical Group’s Office of Revenue Cycle Management including supervisions of subordinate staff involved in professional coding, abstracting, audits, education and productivity standards. Ensures a successful transition from ICD-9 to ICD-10 coding. Partners with senior leadership including department chairs, division chiefs, clinic directors and senior department administrators to ensure accurate and timely coding of inpatient and outpatient records according to USC Care Medical Group policies and procedures.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

-------- Oversees, directs and provides strategic leadership of the operations of the professional coding functions of the USC Care Medical Group’s Office of Revenue Cycle Management including professional coding, abstracting, audits, education and productivity standards. Has responsibility for forecasting the organization’s future needs for the professional coding department. Participates in the development of goals for the professional coding function. Directs the planning and development of professional coding functions and department objectives, initiatives, services, processes and activities. Ensures that planning efforts are coordinated and integrated with those of other relevant university departments.

-------- Serves in a leadership role in the development of short-term and long-range strategic plans for professional coding functions and initiatives to enhance operations and services based on strategic plans of the organization. Partners with senior leadership including department chairs, division chiefs, clinic directors and senior administrators to ensure accurate timely coding of inpatient and outpatient records according to USC Care Medical Group policies and procedures and to build support for changes in and enhancements to professional coding initiatives and services.

-------- Develops and monitors a quality assurance program for coding staff. Reviews and assesses operations and services for effectiveness and efficiency. Establishes quality review and procedure coding goals. Assesses and maintains current compliance activities. Analyzes and evaluates risk factors in coding and documentation practices. Manages and improves all aspects of the procedure coding process. Drives improvement of operations based on revenue cycle office reports, risk factors, etc.

-------- Directly or indirectly manages all assigned subordinate staff serving in a professional coding capacity, usually through subordinate managers and/or supervisors. Determines organizational structure, reporting relationships and short and long-term staffing needs based on goals and objectives. Reviews and approves hiring and salary actions to ensure compliance with policy. Oversees performance appraisal process for staff and remains informed of any disciplinary actions required. Provides ongoing educational opportunities and professional development activities for all staff, as appropriate. Develops and manages a cross coverage plan to promote consistent revenue cycle flow over time.
Identifies training needs for staff. Designs, develops and oversees implementation of training activities for staff engaged in clinical coding and documentation.

Develops and oversees implementation of policies and procedures to ensure clear and consistent operation of coding areas while encompassing departmental and organizational needs.

Develops and manages departmental budget. Makes budgetary and resource allocation decisions. Provides financial status reports as needed.

Develops and monitors the Professional Fee Coding Documentation program. Identifies and addresses any missed opportunities regarding revenue and collections. Develops initial and ongoing documentation education. Provides leadership updates in regards to clinical documentation and coding inquiries from providers.

Oversees the resolution of all edits and holds on accounts and implements additional edit holds where applicable to improve the clean claim rate for professional charges.

Manages external vendor relationships, as appropriate. Interacts and negotiates with external vendors to plan and coordinate the delivery of professional coding services including completion of and workload balancing for coding work.

Develops regulatory requirements for government and third party payers including billing and payment guidelines and HIPAA requirements. Ensures staff members are current with regulatory requirement updates.

Oversees coordination of internal and external compliance audits including insurance and RACs.

Collaborates with leadership to continue to improve work flow efficiency and automation. Makes recommendations to improve coding systems, processes and procedures. Optimizes the existing electronic medical record system.

Monitors and reports coding/abstracting metrics to leadership. Provides weekly reports regarding the coding turnaround times and statistics as well as any problems that are holding up the timely coding/abstracting of claims.

Maintains currency with, understands and ensures compliance with all university policies and procedures and with all relevant billing, coding and privacy laws and regulations, industry changes, and professional coding best practices. Remains abreast of all developments in the Certified Professional Coding field, especially as applied to coding, reimbursement and clinical database developments and changes and communicates to staff, as appropriate.

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:

- 7 years

Minimum Field of Expertise:

- Graduation from a formal coder training program or completion of an academic class in
medical coding. Thorough knowledge of clinical coding & reimbursement topics and
experience with electronic medical records. Possesses broad knowledge of various
medical specialties and appreciates the complexities of subspecialty coding practices.
Project management and advance software skills a must. Demonstrates strong written and
verbal communication, organizational, analytical and presentation skills.

Preferred Education:

- Master’s degree

Preferred Experience:

- 10 years

Preferred Field of Expertise:

- Registered Record Administrator (RRA) or Accredited Record Technician (ART)
certification. Membership in professional coding association.

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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