



BUSINESS OFFICE MANAGER JOB DESCRIPTION

Job Title: Business Office Manager
Reports to: Health Director
Classification: non-exempt
Supervisory Status: Supervisory

Department: Health
Employment Status: Full-Time
Salary Range: \$45,000-\$65,000
Revision Date: January 2023

Summary:

The Business Office Manager oversees the completion of all business office activities and related administrative tasks within the Health Department. This position will be responsible for management of business office staff and activities for all clinical intake, health benefit, billing and referral programs. This also includes administration of related business office programs including Indian Health Service Purchased and Referred Care, Tribal Elder Health Reimbursement Plan, Health Emergency Fund and related programs, as assigned. This includes the management of department and patient records, documentation and budgets as well as input on staff hiring, oversight and training for related personnel.

Essential Duties and Responsibilities:

- Provides supervision and management for all aspects of the Health Department and clinic's business functions to ensure timely flow of financial information within billing, payments, receipts and other financial matters.
- Collaborates with Health Director and Clinical Services Director in the development of clinical protocols/procedures for the delivery of out-patient care.
- Ensures that patient referrals to outside providers are processed timely.
- Ensures collections are made timely, along with recovery of improper payments to reduce the number of improper payments made by the department
- Provides education to providers to maximize collections.
- Develops plans to eliminate backlog of age claims
- Pursues alternate resources to support departmental activity including grants, contracts, staffing agreements and third-party reimbursements.
- Develop budget templates to identify third-party billing and assist in the establishment of pending plans for third-party collections.
- Oversees the scheduling of appointments following the appropriate CHS guidelines such as eligibility, purchase order generation, patient care and other appropriate tasks.
- Responsible for supervision and work plans of Health Department business office staff, including intake specialist, billing clerk and other staff, as assigned.
- Develops, communicates and implements program and management goals and priorities to staff with expected results, outcomes and timeframes

- Allocates and adjusts resources in response to workload and priority changes to plan and organize and assign tasks
- Ensures employee awareness of and compliance with policies and procedures, laws, and regulations including timely completion of all training requirements related to privacy of personally identifiable information and system security awareness such as HIPAA and IHS ISSA trainings
- Establishes employee performance plans and completes required reviews and final ratings with Health Director
- Meet all assessment deadlines and implement corrective action plans if needed.
- Provides and encourages staff development and training as appropriate to build capacity within the Health Department and the health care delivery system.
- Assists with coordination and credentialing for provider enrollment and other clinical functions, as needed
- Reviews on an annual basis and provides for the revision of the Tribe's current health policy, patient handbook, and other health related policies and procedures.
- Assists in promotion of community awareness of services available, including the planning of the planning of health fairs, seminars or any other community activities.
- Conducts program reviews and audits related to business office activities and interventions to record results and related outcomes
- Responsible for all audit findings and activities as related to the Health Department business office functions and related programs
- Develop an annual accomplishment report that displays outputs and outcomes and identifies overall impact for the health clinic and community on third-party billing and collections.
- Shares information with other areas on effective business office practices.
- Collaborate with internal and external partners on implementation and advancement of Health Department programs and services
- Completes all other duties as assigned

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

- A bachelor's degree in a medical business or related field
- Four (4) or more years of related experience in a medical business setting can substitute as a bachelor's degree equivalent.
- Minimum of 2 years' experience in a clinical or medical setting.
- Minimum of 2 years' clerical experience.
- Be able to work in a fast-paced work environment.
- Manage multiple task and completing priorities.

- Organizing and prioritizing workload and meeting deadlines; and excellent written and verbal communication.

Certificates and Licenses:

- Must possess a valid State Driver's License and be insurable to drive company vehicles
- Must successfully pass a criminal background check

Supervisory Responsibilities:

This job has supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment is in an office setting with a noise level that is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires walking, sitting, standing; reaching, and bending. Must be able to lift up to 5-10 lbs.

This is not an exhaustive list of all duties and responsibilities associated with it. The Tunica Biloxi Tribe of Louisiana reserves the right to amend and change responsibilities to meet business and organizational needs.

**PREFERENCE WILL BE GIVEN TO QUALIFIED NATIVE AMERICAN INDIANS.
Proof of tribal citizenship is required to be deemed preference eligible.**