

**JOB TITLE:** Intake Business Office Manager

**DEPARTMENT:** Intake Business Office

**REPORTS TO:** Director of Revenue Cycle

**JOB SUMMARY**

The Intake Business Office Manager is responsible for directing and coordinating the overall functions of the intake side of business operations to ensure proper billing. They are responsible for the coordination and guidance of the operational activities performed by the Communications and Receptionists Departments. They are also responsible for the training and development of those within these roles.

**POSITION ACCOUNTABILITIES**

* Commitment to perform all job responsibilities in accordance with the philosophy and mission statement of USA. Honest, ethical, professional behavior is a condition of employment.
* Plans and directs workflow for Referrals, Receptionist, Insurance Verification, and Communications to ensure accurate information is entered into the system for billing processes.
* Ensures that insurance verification is performed before patient arrival in order to provide accurate financial information to physicians and patients.
* Ensures that referrals are obtained prior to patient arrival.
* Responsible for ensuring the efficiency and accuracy of patient registration, including verification of insurance, collection of balances either prior or at the time of check-in, and increase in patient self-check-in utilization.
* Maintains a working knowledge of insurance to achieve the objective of furnishing prompt, accurate information to the correct party to expedite payment of maximum allowable benefits.
* Analyzes team workflows and processes to develop, implement, and maintain improved department productivity.
* Responsible for the implementation of team cross training, creating hybrid team member roles, and the continuous improvement of workflow flexibility to meet company needs.
* Evaluates productivity of team members to assess areas of strengths and weakness for potential reassignment of role and responsibility to best help meet the goals and mission of the company.
* Meets monthly, but no less than quarterly, with Practice Revenue Cycle Analyst to request and receive corresponding department related claim productivity data.
* Participates in professional development activities and affiliations within the Chattanooga community to ensure best practices of the company, as well as continuous professional development.
* Performs all other duties as assigned.

**PHYSICAL REQUIREMENTS**

The physical requirements listed are representative of those that may be faced by an Intake Business Office Manager throughout their scope of employment. To conduct this position properly, applicants must be able to complete the following list of physical tasks. Reasonable accommodation will be available for those individuals with disabilities, and are not able to complete the following tasks.

* Sitting for prolonged periods of time
* Bending and reaching
* Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus as needed.

**QUALIFICATIONS**

* High school diploma or equivalent
* Previous experience in scheduling, insurance knowledge and supervision preferred
* Excellent working knowledge of insurance plans, requirements, and potential changes required
* Excellent verbal and written communication skills
* Excellent interpersonal and analytical abilities
* Able to work with all levels of medical/non-medical staff
* Very well organized, working knowledge of medical terminology, and knowledge of third party payer reimbursement

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

**University Surgical Associates is an at will employer. Your employment with University Surgical Associates is for an indefinite period of time and it is subject to termination by you or University Surgical Associates with or without cause, with or without notice, and at any time**

**Employee Signature: Date:**

**Supervisor Signature: Date:**