

THE
SURGERY CENTER
AT LUTHERAN

JOB DESCRIPTION: Business Office Coordinator

FSLA: Non-exempt

REPORTS TO: Administrator

SUPERVISES:

- Scheduler Receptionist
- Human Resource Coordinator Medical Records
- Clerical staff

JOB SUMMARY:

The Business Office Coordinator manages the daily business operations of the Center including scheduling, insurance verification and authorization, medical records, fee collections, reception, and human resources.

ESSENTIAL JOB RESPONSABILITIES WITH DEMONSTRATED COMPETENCY:

- Estimated 50% assuming business office operations assignment.
- Estimated 50% managerial related activities.
- Consistently prepares monthly staff schedule in accordance with staffing plan, scope of services, new processes or procedures, and based on changing needs of the department.
- Determines daily assignments based on skill set & demonstrated competencies of available staff. Assignments of employees are made for training or advancing professional development.
- Determines allocation of human resources according to work load, special assignments or projects, training or education while maintaining budgetary constraints.
- Fulfills role as point of contact for physician office schedulers to address problems with patient scheduling.
- Fulfills role as point of contact for Information Technology specialists & support services.
 - Assigns IS permissions to members of workforce based on role & responsibilities for security purposes.
- Evaluates staff level of competency and learning needs based on changing conditions of state, federal or accreditation regulations, business policy, electronic technology, new processes, or desired professional advancement.
- Protects patient privacy during direct patient contact and abides to HIPAA standards upholding the privacy and security of PHI.
- Intervenes as necessary and with prompt attention when observing direct reports who display conduct unbecoming of a professional in the workplace.
- Intervenes as necessary and with prompt attention to non-compliance of facility policies or procedures.
- Monitors productivity of department operations: timely handling of scheduling requests, accuracy of registration information intake & authorization, notations specific to over the counter collections, and the timely data entry of case history within patient accounting system.
- Conducts necessary follow up with corrective action plan for staff members who are not meeting performance expectations.

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- Conducts annual performance appraisals of staff members in timely manner.
- Determines competency assessment of high risk, low frequency problem prone areas, new processes, ongoing performance measures and makes plans for training day activities to address learning needs.
- Identifies opportunities for Performance Improvement studies and actively participates in development of corrective action plan.
- Reviews and revises Business Office policy & procedures annually, reflecting current practice standards. Prepares body of work for work flow process approval.
- Participates in development of annual budget by submitting department capital equipment requests. Bases equipment needs to improve efficiencies in department work flow or meeting recommended best practices.
- Verifies correct time entries for department direct reports prior to payroll processing.
- Assists with other business operations related activities under the direction of Administrator.

JOB RESPONSIBILITIES AND DUTIES:

Technical Skills General Business Operations with Abilities, Skill, Knowledge required for success in the work environment:

- Oversees scheduling of patients using the patient accounting system.
- Demonstrates an aptitude for computer literacy.
- Adjusts patient schedule (appointments) as necessary, and collaborates with OR Manager for anticipated scheduling adjustments when considering patient flow.
- Verifies patient registration within patient accounting system and the initiation of a medical record for each patient visit.
- Verifies medical record integrity, enforcing timely chart auditing and completion.
- Monitors chart management, data entry, and timely storage of medical records.
- Monitors for the identification of delinquent medical record by utilizing an ongoing process.
- Oversees HIPAA compliance & security practices throughout the business.
- Verifies patient's insurance coverage and informs patient of financial responsibility (i.e. co-payment or deductible).
- Verifies CPT and ICD-9 codes have been provided by scheduling physician for each procedure, and is entered into patient accounting system.

If you are interested in applying for this job, please submit your resume to Tommy Harvey at THarvey@pinnacleiii.com.