

## SUPERVISOR OF ACCOUNTS RECEIVABLE

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for supervising and coordinating the activities of an assigned unit of the Patient Accounts Division at the Westchester Medical Center. An incumbent supervises staff involved in the billing and collection of patient bills from third party reimbursement agents, private insurance carriers or as direct payment for in-patient or out-patient services received. Work is coordinated with other hospital units such as the Admitting Office, Emergency Room, Medical Records Division, and Out-Patient Department as well as with the County Department of Social Services. Supervision is exercised over a number of billing and collection clerks. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Implements procedures and systems for the optimal collection of hospital bills through third party agents or self-pay techniques;

Trains and supervises staff in determining methods of payment for medical services to patients either directly or through third party coverage;

Handles difficult and complex cases personally;

Works with carriers such as governmental agencies, Blue Cross/Blue Shield, private insurance carriers, Worker's Compensation, etc., in establishing coverage and reimbursement;

Coordinates the activities of the billing unit and collection agency on slow payment and non-payment cases and on follow-up with the Credit and Collection Analysts;

Confers with family members, physicians, Social Services, etc., to ascertain payment possibilities;

Ensures the maintenance of detailed records and files to ensure adequate documentation;

Supervises the entry of billing and collection data on electronic data processing equipment and verifies the accuracy of generated reports;

Ensures the accuracy of the billing and collection activity on the data processing trial balance;

Keeps abreast of changes in payment methodologies, eligibility criteria, rates of reimbursement, data requirements, and internal procedure, and ensures communication of these changes to staff;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e., incidental vs. extensive);

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the reimbursement structure of Hospitals and their relationships to third party insurers; good knowledge of all forms of hospitalization insurance programs; good knowledge of Hospital accounting and billing procedures and techniques; familiarity with EDP principles in Hospital Financial management and their application to a patients accounting function; ability to plan and supervise the work of others; ability to communicate effectively both orally and in writing; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; sound judgment; resourcefulness; accuracy; thoroughness; integrity; initiative; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and six years experience where the primary function of the position was in credit and collection, billing, insurance, or similar work, two years of which were in a hospital patient accounts unit at a supervisory level.

SUBSTITUTION: Satisfactory completion of 30 college credits\* may be substituted on a year for year basis for up to four years of the above general experience. There is no substitution for the two years of supervisory experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

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Job Class Code: C1201  
Job Group: X