



Job Code: 5438

Grade: 24

HCWR: N

Job Title

Director of Patient Financial Services

Department

Revenue Cycle

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Director of Patient Financial Services (PFS) assesses, directs, and coordinates all billing and collection functions and resources of Cook County Health (CCH) to improve and contribute to the accurate and efficient capture, management, and collection of patient service revenue. The Director of Patient Financial Services is responsible for managing the Central Business Office (CBO), which spans across CCH. This position is responsible for managing the following processes within the CBO: customer service, billing, insurance follow up, self pay collections, cash posting, denials management, and vendor management.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Completes various financial forecasts, including cost center salary and direct expenses, month-end financial reporting, receivables levels (days in Accounts Receivable [AR] and aging), cost center productivity, and any long-range strategic plans for the department.
- Directs the daily function of all billing/collection, cash posting, self pay collections, customer service, and denial management processes.
- Plans, coordinates, and prepares for year-end audits with public accounting firms and third-party auditors as they relate to AR operations. Mediates and resolves issues identified by public accounting firms, third-party auditors, and investigative parties.
- Collaborates on establishing and maintaining department goals, objectives and evaluating progress toward their attainment.
- Develops and maintains revenue cycle dashboard for internal management as a monitoring tool for executives and department staff.
- Devises, recommends and implements new and/or modified accounts receivable management strategies based on analytical data for optimum collection performance from management/staff.
- Identifies appropriate staffing, redistributes accounts within billing teams, and develops/implements new account follow up processes.
- Maintains appropriate internal control safeguards over AR records and collection of cash. Maintains compliance standards for providing accurate information on all health system billing technology.
- Works closely with the CCH Information System Department in developing and maintaining accounts receivable technology and data for optimum performance and tracking/reporting.
- Prepares and approves policies, procedures, and budgets.
- Accountable for recruiting, interviewing, hiring, performance monitoring, retention, initiating/follow through with disciplinary action and termination of staff in consultation with Human Resources.
- Understands and interprets compliance regulations, standards and directives regarding governmental / regulatory agencies and/or third-party payers and how these regulations affect the CBO.
- Participates in organizational and departmental committees and special projects.
- Promotes quality management by initiating and participating in specific reviews and assists with quality monitoring.



Typical Duties

- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Five (5) years of experience in financial management, patient financial services or patient accounting
- Three (3) years of experience supervising or managing staff within financial management, patient financial services or patient accounting

Preferred Qualifications

- Bachelor's Degree from an accredited college or university in Finance, Business or Health Administration
- Certified Health Financial Practitioner (CHFP), Professional affiliation with Healthcare Financial Management Association or American College of Healthcare Executives
- Experience with total quality management, Six Sigma or other management concepts and tools used in a large hospital environment
- Previous experience in government or a highly regulated industry

Knowledge, Skills, Abilities and Other Characteristics

- Proficient knowledge of Microsoft Office Suite applications (Excel, PowerPoint, and Word)
- Strong interpersonal skills and team skills, strong leadership skills to lead and direct.
- Knowledge of federal, state, local, and agency healthcare laws, standard, and financial regulations
- Financial management skills including ability to analyze data for operations, budgeting, auditing, forecasting, understanding market analysis, hospital staffing, and general financial reporting.
- Strong organizational skills, with the ability to organize and maintain record keeping
- Strong interpersonal skills. Ability to communicate well and build positive working relationships with employees at all levels of the organization
- Excellent written and verbal communication skills
- Analytical skills, problem solving skills used to conduct financial analysis throughout the organization and to resolve problems
- Ability to define budgetary problems and recommend alternatives
- Mathematical skills: Strong budgetary, financial and statistical expertise
- Conflict management skills
- Strong decision making skills as required for upper management, ability to make sound financial as well as qualitative decision
- Attention to detail. Ability to meet work deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Written and verbal communication for preparing and presenting information to CCHHS leadership



Knowledge, Skills, Abilities and Other Characteristics

- Familiarity with Access, or other accounting or budgeting software
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Ability to handle confidential information

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.