



Job Code: 9249

Grade: 24

HCWR: N

Job Title

Director of Pre-Patient Access

Department

Finance/Revenue Cycle

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

Job Summary

The Director of Pre-Patient Access is responsible for assessing, directing, and coordinating all pre-patient access resources of Cook County Health (CCH) to improve and contribute to the accurate and efficient capture, management, and collection of patient service revenue. This position is responsible for managing the pre-patient access operations and staff for Cook County Health (CCH), including Ambulatory and Community Health Network, Stroger Hospital, Provident Hospital, and Oak Forest Hospital. This position will have the responsibility of managing the following processes in all pre-patient access throughout CCH, including inpatient, ambulatory and emergency departments: pre-arrival process, financial clearance, prior authorization process, insurance verification.

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

- Oversees leadership responsible for daily operations in the Pre-Patient Access department. Directs daily activities including request for insurance eligibility, financial clearance, prior authorization, pre-registration.
- Oversees leadership to create and maintain the pre-patient access dashboard for internal management of system departments and as a monitoring tool for executives.
- Oversees leadership to ensure that staff maintains a working knowledge of all billing regulations and applications as it relates to the collection of patients balances.
- Manages the pre-patient access operations and staff for Cook County Health.
- Assumes fiscal responsibility. Establishes and monitors the department's budget in coordination with leadership. Identifies and implements methods for controlling costs. Continuously monitors expenses against established budget.
- Completes various financial forecasts, annual budgets, month-end financial reporting, receivables levels, productivity and any long-range strategic planning for the department.
- Provides timely communications. Conducts regular meetings that include the managers within Pre-Patient Access.
- Maintains and revises policies and procedures. Coordinates with staff, management, and the governance to establish and or revise current policies.
- Oversees the leadership standardization of pre-patient access reporting and processes within all pre-patient access information systems, registration process, service and productivity standards, continuous quality improvement (CQI) and compliance standards.
- Oversees leadership to maintain performance agreement set for pre-patient access staff. Oversees weekly review of staff performance.
- Provides information to senior levels of management on the implication of policies and procedures being formulated and recommends specific action.
- Oversees leadership to ensure that managers and staff understands/interprets compliance regulations, standards and directives regarding governmental /regulatory agencies and/or third-party payers and how these regulations affect pre-patient access.
- In collaboration with IT leadership, develops technology and process improvement road maps as they relate to pre-patient access.
- Actively participates in department and CCH committees, as well as in special projects.
- Promotes quality management by initiating/participating in specific reviews and assists with quality monitoring. Holds access staff accountable to the Memorandum of Agreement.



Typical Duties

- Assures staff is informed of regulatory, process, and information system changes which includes ongoing staff education.
- Establishes and maintains an effective "Up Front" collection effort.
- Develops & maintains reports to ensure key functions are performed promptly and accurately.
- Improves and contributes to the accurate and efficient capture, management, and collection of patient service revenue.
- Manages pre-arrival process, insurance verification, financial clearance and prior authorization process.
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree from accredited college or university
- Seven (7) years of work experience in patient access and/or pre-patient access
- Three (3) years of supervisory and/or management experience

Preferred Qualifications

- Bachelor's degree or higher in Business Administration, Organizational Development, Finance, Accounting, or Health Care Administration
- Five (5) years of management experience in pre-patient access, patient access, patient financial services or other revenue cycle function in an academic medical center or health system
- Previous experience within a multi system hospital setting, or multiple clinic healthcare provider
- Membership in Healthcare Finance Management Association, American Healthcare Information Management Association, or American College of Healthcare Executives

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of patient registration and access requirements
- Knowledge and familiarity with hospital and clinic-based systems
- Knowledge of prior authorization requirements
- Knowledge of the following software programs: Windows based software including Word, PowerPoint and Excel
- Knowledge of hospital and insurance coding and documentation practices
- Knowledge and understanding of Federal, State, Local, and Agency healthcare laws, standards and financial regulations
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong project management skills
- Demonstrates attention to detail, accuracy, and precision
- Demonstrates a high degree of confidentiality and discretion
- Demonstrates a desire and willingness to maintain professional skills and education
- Strong interpersonal skills and team skills, ability to communicate well with individuals, and



Knowledge, Skills, Abilities and Other Characteristics

in group settings, ability to communicate with diverse population and people from various backgrounds

- Ability to prepare reports and make presentations
- Demonstrates analytical and organizational, problem solving, critical thinking, and conflict management/resolution skills
- Ability to build relationships with executive, department and clinic leadership, providers, team members, and direct reports
- Ability to follow HIPAA standards and comply with patient confidentiality policies

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.