



Job Code: 9250
Grade: 23
HCWR: N

Job Title

Manager of Revenue Cycle, Training and Quality Assurance

Department

Finance/Revenue Cycle

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

Job Summary

The Manager of Revenue Cycle, Training and Quality Assurance (QA) is responsible for managing the growth, training, development, maintenance of performance of revenue cycle staff and management. This position also oversees the development, coordination, and provision of initial and provision of internal and ongoing training for revenue cycle staff across Cook County Health (CCH).

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

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

- Monitors new hire orientation training and guidelines for all revenue cycle positions across CCH.
- Develops and maintains leading practice training materials for all areas of the revenue cycle processes.
- Identifies staff training needs and incorporates into a one-time or on-going training program.
- Oversees training classes for all patient access staff members.
- Assists with the development of policies and procedures and incorporates goals and productivity standards into appropriate training materials and processes.
- Enhances and maintains own professional growth and development through participation in relevant educational programs, literature, in-service meetings, workshops, and seminars.
- Establishes and maintains proficient level of CCH information system knowledge.
- Develops comprehensive quality assurance program for registration by implementing enabling technology and processes.
- Ensures that revenue cycle processes and services are continuously monitored for quality, cost effectiveness, and efficiency. Engages in process and quality improvement activities.
- Provides information and input on the implication of policies and procedures being formulated and recommends specific action.
- Understands/interprets compliance regulations, standards, and directives regarding governmental/regulatory agencies and/or third-party payers and how these regulations affect revenue cycle.
- Actively participates in department and hospital committees, as well as in special projects.
- Promotes quality management by initiating/participating in specific reviews and assists with quality monitoring.
- Adheres to all CCH and facility policies and procedures, including but not limited to code of ethics, hospital identification requirements and dress code policy.
- Adheres to and supports the mission, vision, values, goals, and objectives of CCH.
- Completes annual educational requirements.
- Maintains and complies with regulatory requirements.
- Performs other duties as assigned.

Minimum Qualifications

- High School Diploma with Seven (7) years of revenue cycle experience OR Bachelor's degree from an accredited college or university with Two (2) years of revenue cycle experience
- Two (2) years of experience in a training or quality assurance capacity
- Two (2) years of supervisory and/or management experience

Preferred Qualifications

- Bachelor's degree from accredited college or university in Business Administration, Organizational Training and Development
- Financial undergraduate background with postgraduate work in training or organizational development
- Two (2) years of experience in a supervisory or management capacity



Preferred Qualifications

- Membership in Healthcare Financial Management Association, American Healthcare Information Management Association or American College of Healthcare Executives

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of revenue cycle process requirements
- Knowledge and familiarity with hospital and clinic-based systems
- 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
- Strong interpersonal skills and team skills, ability to communicate well with individuals, and in group settings, ability to communicate with diverse population and people from various backgrounds
- 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
- Demonstrates analytical and organizational skills, problem solving, critical thinking, and conflict management/resolution skills
- Strong decision-making skills and ability to use professional judgment
- Ability to prepare reports and make presentations
- 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
- Demonstrates a desire and willingness to maintain professional skills and education
- Strong project management skills
- Demonstrated attention to detail, accuracy, and precision
- Demonstrates a high degree of confidentiality and discretion

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.

