UNIVERSITY OF SOUTHERN CALIFORNIA

Billing Supervisor

Job Code: 189134

Grade: HE
OT Eligible: No
Comp Approval: 12/21/2012

JOB SUMMARY:
Supervises day-to-day activities of healthcare services billing office staff in areas of coding, data entry, cashiering, insurance and patient billing, credit and collections. Ensures the timely and accurate processing of paperwork.

JOB ACCOUNTABILITIES:

* E/M/NA  % TIME

--- --- Supervises the work of healthcare services billing office staff. Communicates unit priorities. Assigns and schedules work based on assessment of work volume and deadlines. Monitors performance and provides feedback. Provides input for performance appraisals. Recommends new hires and salary increases or promotions. Counsels or disciplines as needed.

--- --- Monitors and reviews work for accuracy and timeliness. Identifies and corrects errors. Assists in problem resolution and makes decisions within established authority level. Ensures adherence to internal operating policies and procedures and external guidelines and regulations.

--- --- Trains staff in unit operating procedures. Ensures procedures and policies are documented and updated as changes occur. Communicates changes to staff.

--- --- Participates in development and implementation of billing and collection policies and procedures applicable to the department operations.

--- --- Provides information and interpretation of billing and collection policies and procedures. Resolves problems referred by departmental staff and clarifies issues.

--- --- Assists in budget development by gathering, analyzing and reporting data. Provides projections and recommendations, as requested.

--- --- Monitors internal operations and evaluates procedures and controls for adequacy. Recommends changes or modifications to operating procedures. Determines most effective means of implementation.

--- --- Assists in the development, maintenance and enhancement of automated systems to support operations. Ensures that internal systems compliment university-wide systems and that information is reconciled on a regular basis.

--- --- Reviews all Medicare, Medi-Cal and other third-party payor correspondence. Corrects all billing problems to facilitate reimbursement.

--- --- Prepares various status reports for management. Analyzes trends and makes recommendations.

--- --- Serves as a resource for other university offices and staff and any external contacts requesting information exchange and/or assistance.

--- --- Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates
security activities with university Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff. Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential: [ ] No
[ ] Yes  In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

Associate's degree
Combined experience/education as substitute for minimum education

Minimum Experience:

3 years

Minimum Field of Expertise:

Medical billing, coding and collections experience. Working knowledge of CPT-4 and ICD-9CM coding, computer billing systems-IDX, government and private insurance, government and private insurance, laws governing collection efforts.

Preferred Education:

Bachelor's degree

Preferred Experience:

5 years

Preferred Field of Expertise:

Supervisory experience. Certification as Accredited Records Technician or Registered Records Administrator. Certified Procedural Coder.

Skills: Other:

Analysis
Assessment/evaluation
Budget control
Coaching
Communication -- written and oral skills
Conflict resolution
Counseling
Customer service
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Organization
Planning
Problem identification and resolution
Staff development
Teaching/training

**Skills:** Machine/Equipment:
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

**Supervises:** Level:
Supervises employees and/or student workers.

**Supervises:** Nature of Work:
- Administrative
- Clerical/Secretarial

**SIGNATURES:**
Employee: _____________________________ Date: _____________________________
Supervisor: ___________________________ Date: _____________________________

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

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