UNIVERSITY OF SOUTHERN CALIFORNIA

Billing Manager

Job Code: 189135

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<th>Grade:</th>
<th>HF</th>
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<td>OT Eligible:</td>
<td>No</td>
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<td>Comp Approval:</td>
<td>6/7/1994</td>
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**JOB SUMMARY:**
Plans, organizes and manages the activities of healthcare services billing office staff in coding, data entry, cashiering, insurance and patient billing, credit and collections. Promotes and maintains exceptional customer service while maximizing reimbursement.

**JOB ACCOUNTABILITIES:**

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<th>*E/M/NA</th>
<th>% TIME</th>
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- Directly supervises all subordinate staff. Recruits, screens, hires, orients, trains and cross-trains staff. Evaluates employee performance, provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Monitors employee performance on a day-to-day basis. Ensures timely completion of department's work.

- Schedules and conducts staff meetings and individual meetings within department to facilitate attainment of department objectives. Participates in planning, implementing and administering communications programs within unit as assigned.

- Develops and implements policies and procedures applicable to billing operations. Ensures compliance with departmental and University policies and procedures.

- Participates in planning and administration of department budget, as assigned. Provides projections and reports as required, for development and management of budget.

- Develops, implements and manages quality control, follow-up, reconciliation and audit procedures to ensure accuracy in coding, data entry, cashiering and billing.

- Monitors timeliness and effectiveness of department activities, ensuring that the number of days patient accounts are outstanding in accounts receivables is no more than the agreed upon limit and that bad debt is within budgeted target. Analyzes reports to prioritize activity in the monthly collections process. Monitors effectiveness of collection efforts. Maintains insurance billing current within the established time frame specified in department policy.

- Ensures that all Medicare, Medi-Cal and other third-party payor correspondence is reviewed and that billing problems are corrected to facilitate reimbursement.

- Oversees the preparation of various status reports for management. Analyzes trends and makes recommendations.

- Attends seminars and professional association meetings to maintain currency with new developments in the field. Establishes and maintains an active network of professional contacts.
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:

Bachelor's Degree

Minimum Experience:

3 Years

Minimum Field of Expertise:

Supervisory exp. in medical billing, coding, collections, working knowledge of computer billing systems (IDX), CPT-4 & ICD-9CM coding, insurance & medical terminology, laws governing collection efforts

Preferred Experience:

5 Years

Preferred Field of Expertise:

Certification as Accredited Records Technician or Registered Records Administrator

Skills:  Other:

Analysis
Assessment/evaluation
Budget control
Budget development
Communication -- written and oral skills
Conflict resolution
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial Skills
Organization
Planning
Problem identification and resolution
Staff development

Skills: Machine:
- Calculator
- Computer Network (Department or School)
- Computer Peripheral Equipment
- Fax
- Personal Computer
- Photocopier

Supervises: Level:
- Supervises employees and 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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