

# Ponca Tribe of Nebraska

## Business Office Manager Job Description

Approved 7/11/11



Position:	Business Office Manager
Division:	Tribal Health
Department:	Revenue Generation
Reports To:	Chief Executive Officer
Location:	Omaha
Exempt/Non-Exempt:	Exempt
Salary:	Grade 8 (\$40,809 - \$60,380.10)
Classification:	Full Time

### **Summary:**

This position is located in the Business Office at the Fred LeRoy clinic. The primary purpose of this position is to function at the full performance level as the manager of the business office utilizing the RPMS Third Party program. The incumbent is responsible for managing and directing the business office billing activities, patient registration, patient scheduling and all third party collections with emphasis on reimbursements.

### **Essential Responsibilities and Duties:**

1. Manages the third party reimbursement program. The objective of this program is to identify, track, bill and collect from third party health plan carriers for outpatient clients to recover maximum dollars. Assures that budgetary goals are researched, established and monitored.
2. Assures follow-up on all outstanding reimbursable insurance bills with insurance companies to assure maximum collection on each bill. Responds in final form to all correspondence generated by third party insurance carriers.
3. Assures insurance information is captured on all patients which include interviewing patients in an outpatient setting, sending insurance questionnaires, reviewing release of information for insurance inquiries, reviewing administrative files, contacting alternate resources for claim information.
4. Provides direct management of patient registration insuring that all patients are interviewed each time they present for services. Manages patient registration program which identifies data, investigates leads.
5. Maintains close relationship with IHS Aberdeen Area Office in coordinating collections for the Third Party Reimbursement Program. Develops statistical reports and control methods in determining receivables and collections.
6. Additional duties as assigned.

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## **Relationships and Authority:**

Works in conjunction with the Chief Executive Officer and tribal health program team leaders. This position supervises the Billing and Patient Benefits Coordinator.

## **Working Environment and Physical Demands:**

Professional office environment with low to moderate noise level. Although the work is primarily sedentary, there may be a considerable amount of sitting, walking, and bending from lifting and carrying of tight office items or files.

## **Qualifications:**

### **Minimum:**

1. Bachelor degree in business administration or management, health administration or related field or equivalent work experience.
2. Incumbent must possess two years working knowledge of reimbursable insurance procedures and requirements including ability to interpret provisions of individual health plans and group plans and Medicare/Medicaid reimbursement.
3. Computer proficiency with Microsoft Word, Excel, PowerPoint, and Access programs.
4. Must possess excellent written and oral communication skills.
5. Must have a valid driver's license and be insurable.
6. Must successfully pass drug and alcohol testing, motor vehicle, education, character, and criminal background checks.
7. Able and willing to travel.

### **Preferred:**

1. Master degree in business administration or management, health or public administration or related field.
2. Knowledge and understanding of Public Law 93-638: Indian Self-Determination and Education Assistance Act, Indian Health Service programs, Tribal organizations and funding opportunities.
3. One or more years experience working with Native Americans or Native American organizations.

**Preference will be given to Ponca Tribe of Nebraska members or members of a federally recognized tribe. However, all qualified individuals are eligible.**

**The Ponca Tribe of Nebraska is an at-will employer.**

**Tribal Council Approval: 07/11/11**