



JOB INFORMATION

Job Code:	189135
Job Title:	Billing Manager
FLSA Status:	Exempt
Supervisory:	May oversee student, temporary and/or resource workers.; Supervises employees and/or student workers.
Job Family:	Billing/Collections - Medical
Job Family Group:	Accounting, Finance and Banking
Management Level:	5 Manager

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 QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	
	X	5 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Supervisory experience in medical billing, coding, collections, working knowledge of computer billing systems (IDX), CPT-4 & ICD-9CM coding, insurance & medical terminology, laws governing collection efforts

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Certification as Accredited Records Technician or Registered Records Administrator

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.