**Business Office Manager**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

The BOM is responsible to complete and manage all Accounts Receivables responsibilities and tasks relating to The Hoy Healthcare Center Business Office to ensure compliance. Serves as a liaison between the Social Services, Admissions, Clinical and the Accounting/Finance Teams.

Verifies and assesses financial status of potential admissions and performs ongoing verification of insurance coverage of residents throughout their continuum of care. The BOM is the front-end customer service representative, ensuring that all billing information is accurate in the Health Information and Billing systems.

Leads the commercial insurance (SNF) function at WCCB, including coordinating with our third-party billing partner (Medicare Part A related) and billing secondary payer claims (Medicaid and Commercial carriers) for Medicare Part B services.

**RESPONSIBILITIES**

* Ensures appropriate segregation of billing for Medicaid, Private Pay, Hospice and other plans as required.
* Collect A/R balances due from residents.
* Collect New Admission Co-pays and Deductibles according to resident insurance policies.
* Maintain an accurate resident census by confirming all admissions, discharges, leave of absence and level of care changes reflected in Health Information Systems.
* Perform billing and follow-up of Medicare Part A and Part B coinsurance. Perform claim follow up and resolve unpaid claims in a timely matter. Maintain Account Receivables at or below prescribed targets.
* Keep abreast of current Medicare billing rules and regulations.
* Serves as a back-up for Medicare Part A Billing Specialist.
* Participates in daily Stand-up and PPS meetings with MDS Coordinators and Clinical Team to discuss resident statuses necessary to perform RUGS based billing and communicates billing changes to Accounts Receivable team.
* Review financial and insurance information from referral sources to make timely and financially appropriate admission recommendations on routine cases. Consults with the Administrator of Healthcare with regard to complex situations for final decision.
* Review and Audit all Census changes in Vision system to ensure accuracy of patient account billing information.
* Verify that all billing related admission paperwork has been correctly entered into Vision. Communicates with the appropriate employees to obtain any missing information in a timely manner.
* Meets with all new admissions to The Hoy Healthcare Center within 72 hours of admission to discuss their insurance benefits. Familiarize patient/resident to the WCCB billing procedures, policies and expectations and clearly communicate contact information.
* Meet with POA financial representatives to complete or assist with Medicaid Applications. Work with the Department of Human Services to collect necessary documents to complete Medicaid Applications and process.
* Provide afterhours and weekend assistance to ensure that admission process and billing information is efficient.
* All other duties as assigned.

**QUALIFICATIONS**

* Associate degree in business, or related field.
* Up to three years 3rd Party accounts receivable and billing experience, preferably in a long-term care environment.
* Thorough understanding of Medicare, Medicaid, Private Insurance, analysis and trending of bad debt.
* Experience in AR collections, resident funds, and management of health information systems.
* Expert knowledge of Medicare, Medicaid, Commercial Insurance and Manage Care Plans and Contracts.
* Superior relationship building, networking, and customer service skills.
* Knowledge of medical insurance terminology.
* Computer skills - demonstrated proficiency in Microsoft and Google applications
* Knowledge of Health Information Systems; Vision Solace, DDE/FISS, POS systems preferred.
* Ability to handle multiple tasks simultaneously, react quickly under stringent time frames, and meet fixed deadlines.
* Ability to effectively communicate in writing and verbally with residents, responsible parties, staff, etc.
* Physical Requirements:
  + Ability to lift, carry and maneuver boxes / files weighing up 25 pounds.

**BENEFITS**

* Health & Dental Available Day 1 for new employees!
* Dental Insurance
* Life Insurance
* Long-term Disability Insurance
* Medical Insurance
* Short-term Disability Insurance
* Employee Assistance Program
* Retirement Plan with employer match
* Paid Time Off (PTO)
* Employee Discounts
* Excellent Advancement Opportunities
* Scholarship Program for Employees/Family Members
* Tuition Assistance
* Six paid holidays
* Vision