**Accounts Receivable Supervisor**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

Responsible for the Health Care Billing and supervision of Accounts Receivable. AR Supervisor is responsible for daily operations of the Billing Department and Accounts Receivable & Collections department. Must be experienced with all aspects of billing and collections.

Coordinates and supervises the billing and collection of all resident and third-party accounts. Manages vendor relationship. Performs a variety of accounting and billing functions to include processing third party reimbursement claims, primarily Medicare, as well as resident billing. Prepares and implements policies and procedures relative to billing functions and submits reports outlining claim status and personnel productivity.

Must be well organized with strong analytical and communication skills; be a self-starter and demonstrate initiative; be able to prioritize, trouble-shoot and problem solve; lead and motivate staff; must be proficient in Microsoft and Google Applications. The AR Supervisor also develops complex metrics, financial and operational reports for decision-making. Analyzes report and information and recommends solutions and opportunities for improvements to departmental and senior management. Works with AR Team and residents to remedy billing issues and/or payments.

**RESPONSIBILITIES**

* Work with AR Team to ensure AR billing deadlines are met to ensure bills/claims are distributed and/or submitted timely with minimal errors. Review and approve all invoices for ancillary charges, private pay refunds, accounts balance write-offs, and adjustments. Follow up on delinquent accounts to ensure timely and satisfactorily resolutions.
* Lead monthly Accounts Receivable variance review meeting, ensuring AR Days and other AR targets are met or exceeded. Supervise and lead team insuring adherence to policies and procedures.
* Research billing regulatory requirements and assist in the development of internal controls, policies, and procedures to ensure compliance. Prepare, document, and update billing processes, policies, and procedures as needed to ensure the billing function operates effectively and efficiently.
* Responsible for employee coaching and counseling and the recruitment and retention of competent and qualified staff. Works with Controller to assure proper training and to maintain positive staff morale.
* Supervise collection process by writing collection letters in accordance to established policies and procedures. Coordinate submission of relevant documents to collection agencies/attorneys. Monitors Agency/Attorney activities and results. Complete monthly reports to Management.
* Review third party reimbursement changes and/or contract terms. Ensure accuracy and timeliness of billing system rate master files.
* Coordinate annual rate update process to ensure that rate letters are distributed accurate and timely to residents and responsible parties. Coordinate the completion of annual AR audit schedules.
* Lead and coordinate resolution of issues related to billing and collection regulatory matters. Serve as the primary contact to regulatory bodies for AR Team and management in regard to billing issues.
* Supervise and coordinate the implementation of new billing software and/or upgrades, new facilities processing and new technologies.
* Keep abreast of current Medicare/Medicaid billing rules and regulations through seminars and workshops.
* Maintain an understanding of computer systems as they relate to billing and claim processing.
* Provide billing support to the AR Team as needed.
* Support the mission of Westminster-Canterbury by providing quality customer service.
* Perform other related duties as assigned.

**QUALIFICATIONS**

* Bachelor’s degree in related field or equivalent experience required.
* Medicare/Medicaid knowledge required.
* Minimum of three years of healthcare billing and finance required, preferably in a long-term care environment.
* Supervisory experience required.
* Demonstrated knowledge of Microsoft Office Suite software and electronic billing is essential.
* Demonstrated advanced analytical skills relating to AR billing and reporting.
* Demonstrated advanced Excel (spreadsheet) knowledge and skill to create management reports by effectively manipulating data and presenting it in an understandable and useful format.
* Exceptional communications skills both personally and via telephonic communications.
* Excellent communication and interpersonal skills required to positively interact with residents, families, staff and others in order to effectively resolve account issues.
* Must be able to foster and maintain effective interdepartmental relationships. Must be able to function as a positive member of the leadership team
* Ability to work and interact professionally with residents, payor representatives, families, and coworkers.
* Demonstrated competencies in leadership, organization, and planning. Must be able to handle multiple tasks simultaneously, react quickly under stringent time frames, and meet fixed deadlines.
* Must be able to clearly and concisely explain billing procedures and claims adjudication to AR Team, staff, residents, insurance companies, and/or family members. Must be able to develop and enforce AR policies and procedures, and organize materials in a presentable format.
* Must be able to organize workflow, prioritize tasks, research accounts, and work effectively and efficiency with minimal supervision.
* Physical Requirements:
  + Work typically conducted in an office setting.

**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