**Financial Solutions Specialist**

**Westminster Canterbury on Chesapeake Bay (Senior Options)**

3181 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

Provides financial and technical support and maintenance of the electronic health record and all ancillary health information systems. The Financial Solutions Specialist is responsible for financial systems performance and ongoing operations through training and support of end users on financial aspects relating to processing patient eligibility, payers/insurances, and claims. Will collaborate with the Director of Health Information Technology, Manager of Billing Operations and financial systems vendors to implement, upgrade and maintain financial information processing activities.

**RESPONSIBILITIES**

* Serves as the knowledge expert for all financial system components within the core electronic health record and ancillary systems.
* Works autonomously to provide direct support and training to the Senior Options billing team and partner sites for processing patient eligibility, payers/insurances, and claims.
* Maintains and updates the annual Medicare billing rates and payer configurations according to the home health PPS and hospice payment system requirements in electronic health record for accurate claims and invoice processing.
* Maintains, updates and configures all commercial and private payers according to provider contractual parameters for accurate claims processing.
* Works with vendors to request and configure the initial clearinghouse connection for new payers and has direct oversight of insurance clearinghouse systems.
* Develops and provides comprehensive training tools for all financial solutions, including orientation and refresher education material on a recurring basis.
* Provides end user support for all financial and technical information system components to troubleshoot and resolve issues, such as payer selection and claims processing. Utilizes help desk ticketing system to track and troubleshoot requests, issues or questions related to system access and financial processes according to the current service level expectations.
* Maintains end user access and assigns security access privileges for all financial solutions.
* Responsible for assessing new financial systems technology and working with vendors to implement as needed.
* Collaborates with the Director of Health Information Technology to assess changes to financial system functionality. Works to update configurations as required, communicate, and train the Senior Options Billing Team and applicable partner users on the new functionality.
* Follows change management processes and accurately validates all system changes by testing.
* Identifies financial system improvements and trends based on reported end user issues. Assesses additional educational initiatives for the national network. Develops and implements initiatives by evaluating current procedures and change processes needed for optimized procedures.
* Corrects process gaps in financial workflows by making recommendations to Senior Options leadership on strategic goals and initiatives.
* Serves as a backup to the Clinical Solutions Specialist to support and train on basic technical and clinical role activities.
* Serves as backup to the Director of Health Information Technology.
* Understands and remains up-to-date on all current home health, hospice and home care regulations to assess the impact on financial claims processing.
* May support and train partners on other technology solutions as needed.
* Adheres to the Westminster-Canterbury Code of Ethical Behavior.

**QUALIFICATIONS**

* 2 years’ experience and proficiency in working with the application of an electronic health record software, preferably one with home health and/or hospice.
* Experience working in home health and hospice preferred.
* Bachelor’s degree in health information technology, healthcare administration or healthcare related field, preferred.
* Working knowledge of Medicare Prospective Payment System (PPS) and commercial insurance payers for post-acute care, preferred.
* Strong demonstration of customer service skills.
* Experience in electronic health record end user training with proven ability to teach adults and prepare curriculum.
* Medical billing certification, preferred.
* May work evenings to accommodate partner time zones and serve in an on-call rotation.
* Demonstrated strong computer skills, including Excel, Word, PowerPoint
* Must possess excellent verbal and written communication skills
* Demonstrated ability to meet deadlines; work under limited supervision; and to handle various projects and schedules simultaneously
* To resign this position in good standing, the incumbent is expected to provide a notice of at least 3 weeks.
* Physical Requirements:
  + Must be able to sit/stand for up to four hours a day.

**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