



Cooper Green Mercy

HEALTH SERVICES AUTHORITY

AFFILIATE OF UAB HEALTH SYSTEM

Job Description

JOB TITLE: Patient Access Supervisor – Group Practice

JOB CODE:

GRADE:

FLSA STATUS: Exempt

CREATION DATE: October 14, 2021

AMENDED DATE: Adonis Hardeman

REPORTS TO: Senior Manager, Group Practice

GENERAL SUMMARY

Supervisor will be responsible for managing those revenue cycle activities and services that support patient services, patient care, and the operations of the Clinical and Ancillary Departments, including but not limited to all front-end revenue cycle processes (patient access) to include patient registration and scheduling, process improvement, implementation of Key Performance Indicators (KPIs), technology initiatives and relationship building. Implements policies and procedures, recommends changes as appropriate, and provides relevant feedback to leadership.

KEY RESPONSIBILITIES

Supervisory

- Maintain knowledge of policies and procedures and set forth Cooper Green Mercy Health Services and UAB Health System.
- Directly supervise the work of the Patient Encounter Lead and Patient Encounter Specialists.
- Maintain and update written departmental policies and procedures as appropriate.
- Ensure appropriate staffing needs are met to support all clinic operations.
- Manages daily workflow for all Patient Encounter Specialists.
- Work collaboratively with Revenue Cycle operations to address and resolve registration issues that cause billing delays and denials.
- Ensure Standard Operating Procedures (SOPs) are in place for all supported units and ensure staff adherence to SOPs.
- Conduct team meetings to apprise staff of changes and to address broader-based program area issues and initiatives.
- Review staff performance of established KPIs on a weekly, monthly basis to ensure compliance and achievement of staff and department goals.
- Participate in all leadership meetings as deemed appropriate by senior leaders.
- Provide management and supervisory duties related to educating and training staff, evaluating staff performance and monitoring productivity
- Interviews, hires, trains, evaluates, and develops subordinate staff, where applicable
- Develops and maintains quality control programs, including in-depth and individual performance reviews
- Orients new hires and provides in-services and training, continuing education, and development related to the entire front-end revenue cycle activities.
- Perform other duties as may be assigned

Operational

- Monitor the accuracy of the data entry of patient demographics and insurance information inputted by Patient Encounter Specialists.
- Monitors work queues and Identify ways to create and evaluate patient registration processes to gain efficiencies and improvement as needed.
- Work closely with the Group Practice Manager and clinical leaders to ensure an efficient and effective patient centric intake process.
- Serve as knowledge expert and information source on patient access functions for staff and other organizational leaders.
- Serve as an escalation point, for staff, to address/resolve patient complaints and questions in real time.
- Provide information for budget preparation
- Manage department budget.

MINIMUM QUALIFICATIONS

Position requires a Bachelor's Degree in Business, Healthcare Administration or related field. Also requires good verbal, written communication skills. Must have good interpersonal skills and the ability to work independently. At least three years of outpatient healthcare revenue cycle and/or patient registration experience, analyzing data and a working knowledge of medical terminology and third party payers required. Knowledge of managed care referrals and prior authorization requirements preferred. Proficiency in database management. Minimum experience of two years supervising staff.