

## **Regional Manager, Patient Access (Regional Manager, Patient Access and MO Financial Services)**

Boise, Idaho

Full-time

Trinity Health offers a comprehensive benefits package including medical, dental, vision, 403(b), paid time off, FSA, STD, LTD, life insurance, pension, and tuition reimbursement.

### **POSITION PURPOSE**

The purpose of this position is to promote the financial viability of the Trinity Health by effectively managing all aspects of the assigned Region's Patient Access and MO Financial Services operations. This responsibility includes the management of Patient Access Services and Pre-Services staff at multiple locations, including the Regional Shared Service Center (SSC) and at various Ministry Organizations; modifying and maintaining policies; continually seeking mechanisms to streamline and automate processes; and building and maintaining external and internal customer relationships. The Regional Manager will provide financial management, leadership and expertise in managing all details of assigned operations and works in conjunction with other departments, including but not limited to managed care contracts, patient accounting, disputed claims management, information services (TIS), general accounting, clinical services and other service areas to ensure that the financial and customer service goals are optimally accomplished. This position is responsible for systematic approaches that contribute to the capture, management and collection of patient service revenue, as well as maximizing the organization's net patient revenues, while maintaining strong regulatory and legal compliance, and high levels of customer service. The Regional Manager will develop and implement the revenue cycle vision and strategy for their assigned Region within Trinity Health as it pertains to their assigned operations; exercise development oversight of new and existing enterprise initiatives and overall coordination for use of resources to support business initiatives in relation to financial and service outcomes; provide input into revenue cycle technology infrastructure and architecture; analyze financial and customer service benefits regarding buying and outsourcing versus in-house provisioning of revenue cycle services and skills; and will leverage supplier relationships to provide products and services that increase value.

### **MINIMUM QUALIFICATIONS**

Must possess a demonstrated knowledge of revenue cycle operations, including Patient Access, Pre-Service, and Patient Accounting, as normally obtained through a Bachelors degree in Healthcare or Business Administration, Nursing, Finance or Accounting, or a related field, or an equivalent combination of education and experience. Five or more years of experience managing Patient Access functions in a complex, multi-site environment. Masters degree preferred. Certification with Healthcare Financial Management Association (HFMA) or National Association of Healthcare Access Management (NAHAM) desirable. Demonstrated knowledge of process improvement techniques are essential to success, as is the ability to be a self-starter and work independently to move projects successfully forward. Ability to work with a variety of individuals in executive, managerial and staff level positions. The incumbent frequently interacts with staff at the Home Office and Ministry Organizations. May also interact with external parties, such as auditors, consultants, vendors and various hospital associations. Exhibits strong leadership and management skills with the ability to attract, develop, deploy and retain a world-class revenue cycle team, capable of performing as a team and of evolving with the organization's vision and with cutting-edge technologies. Must possess strong analytical skills in order to detect and resolve problems related to accounts receivable and system implementations. Ability to address complex problems with multi-level impacts and with solutions not readily apparent and uses sound judgment, in depth analysis and expertise to resolve issues. Ability to prioritize and deliver on key initiatives; demonstrated success in achievement of key performance metrics targets within time and budget constraints. Must possess strong written and verbal communication skills to effectively manage department and communicate with a wide-ranging audience. Displays a demonstrated understanding of project management, revenue cycle technology infrastructure and related issues. Must be comfortable operating in a collaborative, shared leadership environment.

### **Contact:**

FOR MORE INFORMATION ON TRINITY HEALTH, AND TO APPLY ONLINE, PLEASE VISIT [www.trinity-health.org](http://www.trinity-health.org) AND FOLLOW THE CAREERS LINK OR GO DIRECTLY TO: <http://www.trinity-health.org/Careers/CareerOpportunities/THCareerOpportunities/index.htm>