

Site Director (Director, Patient Access and MO Financial Services)

Ontario, OR (Position will have responsibility for Ontario & Baker City, OR facilities)

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

This position is responsible for leading and directing the work of the assigned Ministry Organization (MO) Patient Access and Revenue Management functions including: patient scheduling (as assigned), reception/check-in, bed management, registration, financial counseling and revenue management support. The Director is expected to motivate staff to achieve the highest levels of customer satisfaction and to meet the organization goals for customer service and financial performance. The Director optimizes staff performance through process redesign, policy/procedure implementation, communications, and outcome feedback. The Director interacts with other departments within the Shared Services Center (SSC) as well as within the Ministry Organizations (MO), as required and serves as a representative of the department. The incumbent attends managerial meetings as required and supports the core values of Trinity Health, which is an integral part of this position.

MINIMUM QUALIFICATIONS

Must possess a demonstrated knowledge of Patient Access, Pre-Service and Revenue Management functions, as normally obtained through a Bachelors degree in Healthcare or Business Administration, Nursing, or a related field, or an equivalent combination of years of education and experience. Three (3) or more years of experience managing functional areas of Registration, Pre-Service/Financial Clearance, Financial Counseling, Case Management/Utilization Review, or other management functions related to revenue cycle activities in a complex, multi-site environment. Working knowledge of computer operations and electronic interfaces is required. Formal software course training is preferred. Certified Healthcare Access Manager (CHAM) as awarded by the National Association of Healthcare Access Management (NAHAM) or eligible candidate preferred. Ability to lead and manage diverse staff in a learning environment with frequent changes in departmental priorities. Ability to recognize necessary changes in priority of tasks and allocation of resources, and act upon them as required to meet workload balance. Demonstrated ability to interpret 3rd party payer contract requirements and recommend, design and implement procedures for compliance with regulations and standards. Ability to negotiate with insurance vendors, medical directors, and 3rd party payers when appropriate in order to facilitate the delivery of care in the most appropriate setting. Knowledge of Medical Necessity review guidelines (LMRP/LCD and SI/IS criteria) for commercial, Medicare, and Medicaid insurance products. Uses knowledge of insurance criteria and regulations in order to expedite appropriate use of resources and compliance with 3rd party payer contracts. Ability to communicate and work with patients/guarantors, physicians, physician office personnel, associates, case managers, 3rd party payer review personnel, and others in order to expedite the patient access process to avoid negative financial and/or customer service impact on the facility. Dynamic communication skills (verbal and written) in dealing with trainees, associates, and internal/external customers. Serves as a change agent, coach, mentor, team builder and facilitator. Must possess strong organizational and analytical skills in order to detect and resolve problem. Ability to address complex problems with multi-level impacts and with solutions not readily apparent. 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. Exhibits superior management skills that emphasize team building and strong leadership with the ability to provide clear direction to the department, while also functioning as an individual contributor. 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. 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:

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