



BUSINESS OFFICE MANAGER

JOB DESCRIPTION	
Department	Administration
Reports to	Administrator
Reporting to this position	Business Office Personnel, Receptionist
Job Classification	Administrative/Leadership/Management
Position Purpose	Leads, guides and directs the financial operations of the healthcare facility in accordance with generally accepted accounting principles; local, state and federal regulations, standards and established facility policies and procedures to achieve facility financial goals.

Required Qualifications

- ❖ Bachelor's degree in Accounting, Business Administration or related field preferred.
- ❖ Must have at least three (3) years of experience in a billing or supervisory capacity in the business office of a hospital, nursing home, or other related health care facility.
- ❖ Knowledgeable of skilled nursing home regulations, procedures, laws, regulations and guidelines pertaining to long-term care.
- ❖ Must possess a thorough knowledge of the laws, regulations and guidelines concerning personnel administration in nursing care facilities

Major Duties and Responsibilities

Maintains processes and systems in the Business Office to manage billing, collections (A/R), accounts payable (A/P), patient trust, liability notices, purchase orders, and all necessary business transactions using generally accepted accounting principles.

Ensures the Business Office procedures comply with regulatory requirements related to bed-hold notice requirements.

Follows rules and guidelines on accounting processes, including special accounting functions required by any employee benefit or retirement plans, insurance accounting required by the federal Family and Medical Leave Act, etc.

Utilizes and is proficient in various excel, word, adobe, and other electronic reporting formats.

Makes written and oral reports/recommendations routinely and as requested.

Ensures monthly billing is completed timely using facility A/R software.

Ensures facility's billing checks and balances are followed by all team members as required by facility policy including but not limited to the balancing of the daily census, Medicare triple check prior to billing, etc.

Closely monitors accounts receivables. Reports delinquent accounts and solutions to overcome obstacles to the Administrator.

Follows written policies and procedures that govern the accounting functions of the facility.

Maintains a working knowledge of the state long term care Medicaid insurance program, Medicare Part A, B and C insurance program, and private long term care insurance programs.

Ensures pre-admission financial evaluations regarding the identification of a payer source is coordinated with the Admissions Office as part of the pre-admissions process.

Develops and maintains positive relationships with residents, employees, and family members.

Promotes and establishes effective communication and customer service to achieve facility goals and customer satisfaction.

Oversees all Business Office personnel and their work functions.

Facilitates, serves, attends or participates in various committees of the facility as necessary.

Understands, continues to learn, and teaches others about new CMS program initiatives affecting the facility's fiscal health such as value based purchasing programs like SNF-VBP, SNF-QRP, Quality Measures, and Payroll Based Journal reporting, etc.

Participates in QAPI or facility assessment activities as needed, such as carrying out duties assigned as part of a performance improvement committee.

Identifies and collaborates with members of the interdisciplinary team, consultants, and others when needed to identify opportunities for enhanced financial services to the residents and/or resolve issues.

Promotes teamwork, mutual respect, and effective communication. Promotes positivity and active daily problem solving.

Reads and stays informed regarding developments in the skilled nursing sector and associated support services, regulatory, business practices and other entities potentially influencing the facility's fiscal health.

Reviews and develops a plan of correction for accounting deficiencies noted during survey inspections and provide a written copy of such plan to the Administrator.

Promotes and encourages an environment of trust within the Business Office as well as with department heads and all facility employees.

Promotes safe work practices, safety rules, and accident prevention procedures to prevent employee injury and illness.

Additional Tasks

- ❖ Treats all residents with dignity and respect. Promotes and protects all residents' rights.
- ❖ Establishes a culture of compliance by adhering to all facility policies and procedures. Complies with standards of business conduct, and state/federal regulations and guidelines.
- ❖ Follows appropriate safety and hygiene measures at all times to protect residents and themselves.
- ❖ Maintains confidentiality of protected health information, including verbal, written, and electronic communications.
- ❖ Reports noncompliance with policies, procedures, regulations, or breaches in confidentiality to appropriate personnel. Reports any retaliation or discrimination to HR or compliance officer.

- ❖ Reports any allegations of abuse, neglect, misappropriation of property, exploitation, or mistreatment of residents to supervisor and/or administrator. Protects residents from abuse, and cooperates with all investigations.
- ❖ Reports any occupational exposures to blood, body fluids, infectious materials, and/or hazardous chemicals in accordance with facility policy.
- ❖ Participates in all life safety and emergency drills and trainings. Fulfills responsibilities as assigned during implementation or activation of the facility's emergency plan.
- ❖ Reports work-related injuries and illnesses immediately to supervisor.
- ❖ Follows established infection control policies and procedures.
- ❖ As a condition of employment, completes all assigned training and skills competency.

Personal Skills and Traits Desired/ Physical Requirements/Working Conditions

- ❖ Ability to read, write, speak and understand the English language.
- ❖ Must be a supportive team member, contribute to and be an example of team work.
- ❖ Ability to make independent decisions when circumstances warrant such action.
- ❖ Ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel and the general public.
- ❖ Must have patience, tact, and willingness to deal with difficult residents, family and staff.
- ❖ Must be able to relay information concerning a resident's condition.
- ❖ Must not pose a threat to the health and safety of other individuals in the workplace.
- ❖ Must be able to move intermittently throughout the workday.
- ❖ Meets general health requirements according to facility policy, including medical and physical exams and checking immunity status to various infectious diseases.
- ❖ Ability to assist in evacuation of residents during emergency situations.
- ❖ Ability to bend, stoop, kneel, crouch, perform overhead lifting and perform other common physical movements as needed for the position.
- ❖ May be subject to falls, burns from equipment, and/or odors throughout the day; encounter reactions from dust, tobacco smoke, disinfectants, and other air contaminants.
- ❖ Subject to exposure to infectious waste, diseases and/or conditions which include AIDS, Coronavirus, Hepatitis B, and Tuberculosis.
- ❖ May be subject to hostile or emotional residents, family members, visitors or personnel.
- ❖ Possesses leadership, supervisory skills and willingness to work harmoniously with and supervise other personnel.
- ❖ Successfully follows oral and written instructions.
- ❖ Successfully relays information concerning business office matters, residents, employees or any given subject matter.
- ❖ Willing to cope with the mental and emotional stress of the position.
- ❖ Communicates with medical, nursing staff, and all departments.
- ❖ Accepts call-backs during emergency conditions.
- ❖ Works in office and throughout the facility.
- ❖ Willing to work to task completion in spite of frequent interruptions.
- ❖ Works beyond 9-5pm (normal working hours). May work weekends, and holidays when necessary.

Compliance as a Condition of Employment and Performance Appraisal

Agreement to abide by all standards, policies, and procedures of the facility, including the facility's compliance and ethics program, is a condition of employment. Compliance will be a factor in evaluating job performance. Violations, including failure to report violations, will result in disciplinary action, up to and including termination.

This job description is intended to convey the general scope of the major duties and responsibilities inherent in this position. Other tasks not listed here may be assigned by the Board

of Managers, Board of Directors, and/or President of the company. Periodic revision may be necessary to reflect changes in expectations placed on long term care by various governmental agencies. This job description will be reviewed and/or revised annually and as needed.

Individual performance will be evaluated using the following scale:

1. **Unsatisfactory:** Achieves results which are far less than the standards identified for the performance factors rated.
2. **Needs Improvement:** Achieves results which are less than the standards identified for the performance factors rated. Exhibits the potential to become a competent performer. May be new to job or need skill development.
3. **Meets Standards:** Achieves results which meet the standards identified for the performance factors rated. This rating is the expected level of performance.
4. **Exceeds Standards:** Achieves results which usually exceed the standards identified for the performance factors rated.

Reasonable Accommodation Statement

Consistent with the Americans with Disabilities Act (ADA) and Alabama Civil Rights Laws, it is the policy of Generations of Red Bay to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment, including the application process. If reasonable accommodation is needed, please contact Human Resources.

EMPLOYEE ACKNOWLEDGEMENT

I have read the above job description and understand the requirements and expectations of the position of Business Office Manager at Generations of Red Bay.

Employee's Signature

Date

Administrator's Signature

Date