

JOB TITLE: Pre-Service Financial Clearance Supervisor	DEPARTMENT:	POSITION OF SUPERVISOR: Director of Revenue Cycle
FLSA STATUS: Exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE:

**Position Summary: Qualifications: At all times, the employee shall possess the following qualifications set forth below.**

The Pre-Service Financial Clearance Supervisor is responsible for managing, directing and monitoring all operational aspects associated with the daily operations of the Pre-Service areas. The supervisor will provide direction and support to the team to assist with establishing clearly defined workflow requirements. The Supervisor will assist the Director of Revenue Cycle with setting and implementing the strategic goals for the Pre-Service areas to ensure adoption and adherence of quality standards that minimize the institution's risk and enhance the patient experience. This position is responsible for overseeing and enforcing compliance with PSMC's policies and procedures. Prepares, analyzes and summarizes reports made available to the Director of Revenue Cycle regarding productivity and the quality of staff performance, with recommended strategies for operational improvement.

<b>Education/Training:</b>	High school graduate or equivalent required. Advanced level courses and/or AHIMA or AAPC certification preferred or three (3) years or more of equivalent experience. Courses in medical/clinical terminology and computer.
<b>Experience:</b>	Two or more years of experience with prior authorization, and utilization review and management. Knowledge of Medicare, Medicaid, Blue Cross, Commercial and other insurance programs.
<b>Special Skills, Licenses or Certifications:</b>	Basic computer knowledge Working knowledge of clinical guidelines, medical necessity guidelines related to pre-certification.
<b>Language Skills:</b>	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time Additional languages preferred Demonstrates ability to listen Demonstrates ability to clearly convey thoughts in speech and written word
<b>Physical/Mental/Special Demands:</b>	<ul style="list-style-type: none"> <li>• Lifting a minimum of 25 pounds.</li> <li>• Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone.</li> <li>• Adequate sight is required to perform essential functions of the job.</li> <li>• Work requires the use of computers with exposure to monitors, key boards, and mouse with repetitive motions for extended periods of time.</li> <li>• Ability to initiate CPR 100% of the time.</li> <li>• Must have fine motor skills 100% of the time.</li> <li>• Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time.</li> <li>• Good mental health.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrate tact and versatility.</li> <li>• Must be dependable.</li> <li>• High degree of self-motivation and directional initiative.</li> <li>• Ability to function successfully independently.</li> <li>• Ability to cope and remain calm in escalating situations.</li> <li>• Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators.</li> <li>• In addition, the physical demands anticipate standing, bending, walking and long periods of sitting.</li> </ul>
<b>Work Environment:</b>	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, insurance companies, vendors and patients.
<b>Cross-Training of Position:</b>	PSMC cross-trains job positions. Cross-trains with other Pre-certification positions.

**Standard Job Requirements:** *At all times, employee shall satisfy the following requirements:*

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Accomplish annual goals.
3. Works forward on department plans (may change from time to time).
4. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
5. Comply with all PSMC and department procedures, rules and directives.
6. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
7. Be courteous, respectful, honest, and solution-oriented in dealing with others.
8. Communicate accurately, clearly, and effectively both orally and in writing.
9. Possess excellent organizational skills and the ability to multi-task.
10. Work independently and perform the job with minimum supervision.
11. Work effectively on PSMC/department team matters and recognize situations, which require teamwork.
12. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
13. Respect the importance of compliance and quality programs and support the same.
14. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
15. Participate in employee training, Disaster Preparedness and emergency events.
16. Perform other job duties, as assigned by a supervisor.

**Essential Duties, Functions and Responsibilities:** *At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.*

1. Develops, implements, supervises and monitors processes related to eligibility and verification of benefits, pre-authorization of services, patient financial assistance and financial counseling activities
2. Provides direct support to the other Pre-Service areas and sets works with team to ensure appropriate expectations regarding verification, pre-authorization, collection and counseling standards through established departmental policies and procedures

3. Responsible for the development of new programs to improve the coordination and delivery of financial clearance related activities to ensure ongoing maintenance of efficient and effective operational workflows related to the financial clearance new and existing patients
4. Demonstrate, through plans and actions, that there is a consistent standard of excellence to which all department work is expected to conform
5. Collaborates closely with key stakeholders in Revenue Cycle and the Clinic including direct interaction with physicians and clinic support personnel on all financial reporting matters, operational outcomes and issues to assist with developing and maintain productive working relationships
6. Ensures appropriate communication is maintained with physicians, Pre-Service support staff, third party payors, and the patients and their guarantors to assist with optimizing appropriate financial clearance, timely access to care, appropriate billing of services, maximum revenue collection and high customer satisfaction
7. Supports the Director of Revenue Cycle in developing financial clearance strategies that support operational improvement, optimization of reimbursement and ongoing enhancement of the patient experience
8. Assist the Director of Revenue Cycle with any required education, training, hiring, evaluating and counseling of employees
9. Provides assistance with special projects as assigned
10. Ensure that the staff members adhere to all organizational standards, are productive, and produce high-quality work.
11. Understand compliance needs, patient access concerns and overall monitors the patient access functions and completes other duties as assigned while exhibiting exemplary PSMC core customer service values.
12. Supervise, evaluate and train staff.
13. Complete patient pre-registration and financial counseling,
14. Ensure departmental policies are followed.
15. Makes sure that all hospital wide policy and procedures are adhered to by reporting staff.
16. Ensures a productive flow of the daily schedules.
17. Demonstrates excellent customer service skill and effective communication.
18. Manage and organize budget in collaboration with Revenue Cycle Leadership.
19. Other duties as assigned - Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee partner for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Approved by:**

(Supervisor – Signature)	(Title)	(Date)
	<b>Human Resources Director</b>	
(Human Resources– Signature)	(Title)	(Date)

**Receipt and Acknowledgment:**

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by the employer or me at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations, which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read PSMC values (WISER) and understand them.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)