LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.
JOB DESCRIPTION

DATE ESTABLISHED 06/15/99
DATE LAST AMENDED 09/02/15

TITLE OF POSITION: Client Financial Services Supervisor

POSITION NUMBER: 16

PROGRAM: Center Administration

MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS: College degree in business related field and two years accounts receivable experience. Progressively responsible business experience may be substituted on a year-for-year basis for the required college training. At least 2 years of supervisory experience. Familiar with HIPPA guidelines/regulations. Familiar with claims submissions. Have flexibility, personal integrity, the ability to function independently, and to work effectively and tactfully with personnel, insurance representatives, clients, their families and outside organizations.

SUPERVISOR: Chief Financial Officer

POSITIONS SUPERVISED: CFS Assistant Supervisor, CFS Office Assistant, CFS Medicaid Billing Specialist, CFS Billing Specialist, CFS Collections Specialist.

Compliance with minimum standards for screening of mental health personnel as contained in F.S. 394.4572.

SALARY MINIMUM: $35,000 Annually

WAGE AND HOUR STATUS: Exempt

ESSENTIAL FUNCTIONS:[1] (Essential functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

1. Supervise all Client Financial Services Staff.

2. Provide staff training and development.

3. Evaluate staff performance; identify, document and develop corrective action plans for personnel performance problems.

4. Assure staff compliance with Life Management Center's policies and procedures.

5. Assure compliance with third party billing requirements before claim submission.

[1] Expectations regarding quality and quantity of work are further delineated in the criteria-based performance appraisal.

6. Assure timely submission of first and third party billing.

7. Negotiate first and third party fee variations with client or carrier.

8. Manage the day-to day functions of the Client Financial Services Department which will include but not limited to submitting claims, posting payments, preparing deposit, mail run, requesting refunds, submitting Mediare/TPL crossovers, collections, etc.

9. Correct, adjust, balance and audit clients' accounts.

10. Review and manage write-offs for all payers.

11. Prepare and implement changes in system, including but not limited to billing matrixes, payers, services types, 837 set up and 835 set up.

12.. Review collections report submitted by the CFS Collections Specialist.

13. Prepare required worksheets and reports.

14.. Stay current with polices and guidelines for Medicare, Medicaid, and other TPL payers.15. Participate in liaison activities with outside activities and clients requiring third party information.

16. Initiate and participate in activities of staff, program and Center development.

Copy received by:

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