

## **Career Opportunity**

### **Admissions & Billing Manager**

#### **Role Summary**

The Admissions and billing manager is responsible for managing the central & ER Admissions and Outpatient & central billing operations through planning, coordinating with hospital's departments and divisions; ensuring accurate, effective and efficient implementation of the admissions and billing policies and procedures.

He /She is responsible of the department staff management and daily operations.

#### **Main Duties & Responsibilities**

##### **Admissions**

- Accomplishes high bed occupancy by designing, establishing, and maintaining procedures and policies to assure high bed occupancy and control bed availability and patient traffic.
- Maximizes revenues by providing information and feedback pertinent to administrative directives on patient-pay and third party reimbursement issues; recommending options; implementing revenue-generating programs.
- Develops and implements preventive admissions conflicts by conferring with physicians on admissions priorities and bed availability; identifying issues needing resolution; resolving disagreements/conflicts or referring issues to others in a position to decide.
- Assures accuracy of patient data and fiscal information by reviewing audits and other reports of patient data and fiscal information.
- Maintain excellent relationship with third party administrators and medical representatives at the hospital.
- Ensures proper documentations and necessary approval for patients' admissions for the various insurance companies, public guarantors and private payers.
- Develops and manages the accomplishment of the admissions section objectives and KPIs
- Assists patients in any query or issue when needed.
- Manages the admissions team responsibilities, performance, daily operations and ensures accurate, efficient and effective implementation of the admissions policies and procedures.
- Develops strategies and team performance expectations indicators to ensure excellent patient care service.

##### **Billing**

- Develops, manages, and ensures efficient and effective billing policies and procedures issuance and implementation.
- Assists in the development , implementation and functioning of the adopted integrated software
- Ensures excellent patient communication and guidance on the patient's proper and accurate medical coverage by the public or private providers.
- Ensures the proper implementation of the admissions and billing parameters upon the discharge of the patient.
- Ensures that the patient bills are prepared accurately and in a timely manner.
- Establishes and maintains excellent relationships with third party administrators and medical representatives at the hospital
- Establishes and maintains relationship and proper coordination with physicians' accounts department upon payments and discounts.
- Ensures proper coordination with other departments upon admission and discharge of patients
- Handles and resolves patients' conflicts and ensures that first class assistance provided to our patients.
- Establishes, maintains and foster effective public relations with patients and staff.
- Reviews and proposes tariff (service fees) regularly in conjunction with other hospital fees, costs and budgeted revenues.
- Sets collection goals and monitor daily collections.

- Ensures that bills are completed and sent to the public and private guarantors on time with the proper supporting schedules.
- Ensures that private and public guarantors' bills are in line with approved tariff and ensures that payments are in line with the contracted rates and terms of payment.
- Ensures proper and timely preparation of reconciliations of billing transactions.
- Prepares annual & monthly reports of collection by summarizing billings, adjustments and revenues received, volume rebates and performance bonus, aging provisions to the Finance director.
- Reviews client accounts to identify outstanding balances.
- Coordinates with internal and external auditors.
- Supervises & controls the scheduling of payment with collection staff.
- Ensures that all the discounts are signed and approved by the Finance Director and/or Hospital Director.
- Reviews and resolves, assisted by the hospital medical staff, all disputed bills with guarantors.
- Develops and manages the accomplishment of the billing section objectives and KPIs
- Assists patients in any query or issue when needed.
- Manages the billing team responsibilities, performance, daily operations and ensures accurate, efficient and effective implementation of the billing policies and procedures.
- Develops strategies and team performance expectations indicators to ensure excellent patient care service.

General Performance Expectations:

- Follow and ensure strict safety procedures.
- Respect and adhere to the mission, vision, and values of LAUMC-St. John Hospital.
- Initiate actions to predict the occurrence of non-conformities in materials and services.

**Minimum Required Qualifications**

- Bachelor's degree in Healthcare Management, Business Administration, Accounting or related fields.
- Ten years' experience in accounting, billing and/or financial analysis in a health care setting is a must.
- Excellent Knowledge in financial accounting systems; general ledger reconciliation; preparation of financial statements.
- Excellent knowledge of medical terminology
- Excellent Analytical Skills
- Excellent Negotiation skills and techniques
- Result Oriented – meets deadlines
- Innovator – thinks creatively, anticipates changes
- Meticulous, Number and detailed oriented
- People Oriented, Leadership and Team Spirit
- Positive Attitude & Dynamic
- Excellent communication skills (Written and Verbal) – Arabic, English, French (Preferred)
- Excellent Organization and Time Management Skills
- Excellent Knowledge in MS office - SAP Business One ( Preferred )
- **Integrity, Credibility and high standard of professional Conduct & Confidentiality**

Interested Candidates should email their CV with a letter of interest outlining the applicant's relevant experience to [vacancysjh2@laumcsjh.com](mailto:vacancysjh2@laumcsjh.com) specifying the job title in the subject line

Closing Date for accepting applications is December 15, 2019

CV should include the exact month and year while listing the candidate's professional experience and educational background. No applications will be accepted after this date. Only shortlisted candidates will be notified

**The Lebanese American University Medical Center – St. John Hospital is an Equal Opportunity Employer.**