



POSITION DESCRIPTION: REVENUE CYCLE/ INSURANCE BILLING MANAGER

The Wendt Center for Loss and Healing, an outpatient mental health center specializing in grief and trauma, is currently seeking an experienced Revenue Cycle and Insurance Billing Manager to join our non-profit organization.

STATUS: At-will, full-time staff position

REPORTS TO: Director of Finance and Billing

PRIMARY FUNCTION:

Performs and oversees all aspects of the revenue cycle for fee for service patients. Ensures maximization and efficiency of all billing processes and revenue collection working towards a 99% collection rate.

RESPONSIBILITIES:

- Increase the efficiency of all billing functions while providing the highest level of customer service to our clients
- Implement systems, processes and checks and balances for billing and collections to include verification of insurance benefits, scrubbing of pre-billing claims, payments and adjustment postings, denial follow ups, etc.
- Coordinate all insurance and client billing, including ensuring prior authorizations are obtained if required, submitting bills through a clearinghouse, reviewing 999 and 277 acknowledgement files, and responding to and following up on all denials within the accounting period
- Cleaning all services prior to billing per payer requirements
- Create, update and maintain client billing records in Electronic Database
- Serve as primary liaison with EMR vendor to implement and configure system to best support agency needs
- Understand and apply payments to balances
- Manage the credentialing process, ensure all Clinicians are paneled with all relevant payers, support Clinicians through required CAQH and other relevant credentialing processes
- Reconcile all receivables within the accounting period, post all receipts and makes allowances within accounting period, maximizes collections, and addresses client liability questions
- Close the accounting periods in the EMR, and provide Director of Finance monthly fiscal management reports
- Support the administrative and clinical team in increasing billing compliance
- Reduce AR and bad debt write offs, working towards a 99% collection rate
- Perform other administrative duties as assigned

QUALIFICATIONS AND ATTRIBUTES:

- Associates degree required, Bachelor's degree preferred

- 2-5 years of revenue cycle and insurance billing oversight experience
- Expert in revenue cycle management
- Ability to create systems and processes, and independently problem solve
- Extremely detail-oriented
- Excellent organizational skills
- Excellent customer service skills
- Experience working with diverse client populations
- Ability to maintain strict confidentiality and uphold the Center's philosophy and mission
- Ability to demonstrate the Wendt Center values; We believe that **healing** from life's worst moments is possible; We express **kindness** to all; caring and compassion are at the heart of all we do; We practice **collaboration** and teamwork, recognizing that none of us can do it alone; We strive to be lifelong **learners**, and actively seek opportunities to expand our personal and professional knowledge.

COMPENSATION AND BENEFITS:

Competitive salary commensurate with experience; benefits include paid holiday, vacation and sick time, flexible schedule, 403b, health insurance contribution, life insurance and ongoing training.

TO APPLY:

Send resume and cover letter to hr@wendtcenter.org. No phone calls please.

The Wendt Center for Loss and Healing is an equal employment opportunity employer and is committed to maintaining a non-discriminatory work environment. The Wendt Center does not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex (including pregnancy), national origin, age, disability, genetic information, veteran status, marital status, sexual orientation, or any other characteristic protected by applicable law.