

PROGRAM ADMINISTRATOR (PATIENT ACCOUNTS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent of this class is responsible for planning, coordinating and supervising the activities of a major division of the Accounts Receivable and Collection Unit, including compiling documentation to determine patient eligibility for medical assistance, coordinating eligibility determinations with the Department of Social Services, and billing and collecting Medicaid for reimbursement of patient services. Supervision is exercised over lower level support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Trains, supervises and coordinates the activities of staff engaged in interviewing patients and/or their families requiring medical assistance in order to ascertain their eligibility;

Coordinates unit activities with Department of Social Services staff to establish eligibility criteria, reporting requirements, transaction needs and final authorization;

Coordinates unit activities with hospital admissions, medical records and utilization review for clarification of length of patient hospitalization, diagnosis, treatment and other information needed to establish billing criteria;

Maintains documentation flow and follow-ups between WCMC and the Department of Social Services to insure timely processing, appeal mechanisms and reimbursement;

Supervises the posting and proofing of adjustments, credits and payments to patient accounts;

Keeps abreast and informed of all changes (additions, deletions, ruling, guidelines etc.) pertaining to medical assistance eligibility in the State of New York and develops or amends internal procedures accordingly;

Provides consultation and review over difficult or complex cases;

Consults with appropriate State and County agencies on problems of interpretation, new regulations, etc.;

Participates in the maintenance of the automated patient accounts record and information system in the area of responsibility;

Prepares data, reports, surveys and management information on billings, collections, accounts receivable and prepares status reports, analysis, and recommendations in order to obtain optimum utilization of total resources and to maximize reimbursements;
Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive)

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the reimbursement structure of hospitals and their relationships to third party insurers; thorough knowledge of all forms of hospitalization insurance programs; thorough knowledge of hospital accounting and billing procedures and techniques; thorough knowledge of EDP principles in hospital financial management and their application to a patients accounting function; ability to plan and supervise the work of a large number of employees; ability to relate well to a diversified group of people; ability to communicate effectively both orally and in writing; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; sound judgment; resourcefulness; integrity; initiative; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and seven years experience where the primary function of the position was in hospital billing and reimbursements, two of which must have been at a supervisory level in a hospital or health related facility

SUBSTITUTION: Satisfactory completion of 30 college credits* may be substituted on a year for year basis for up to four years of the above general experience. There is no substitution for the two years of supervisory experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.