



Tucson Indian Center
Human Resources Department
160 N. Stone Ave * Tucson, Arizona * 85701
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Job Description

Job Title: Medical Business Office Manager

Salary: Non-exempt DOE

Status: Permanent, Full-Time

Hrs. /Wk.: Forty (40) hours per week

Department: Health Services

Job Location: Tucson, Arizona

Position Summary: The Medical Business Office Manager is responsible for 1) **Billing:** Build, establish and sustain a third party billing revenue system for Integrated Primary Care & Behavioral Health clinical services for the Tucson American Indian community; 2) **Licensure:** Achieve Outpatient Treatment Center licensure by Arizona Department of Health Services for the Rodney W. Palimo, Sr. Clinic; 3) **Staffing:** Recruit, hire, credential, privilege, and license the Integrated Primary Care & Behavioral Health clinical staff; 4) **Quality Assurance:** Lead quality assurance and performance improvement strategies and projects across the organization; 5) **Other Clinic/Department matters:** Assist with functions in the Health Services Department as required, especially those that contribute to the successful implementation and sustaining of the Rodney W. Palimo, Sr. Clinic primary care services, integrated behavioral health services, and integrated Community Health Representative (CHR) services. The Medical Business Office Manager reports to the Health Services Director.

Essential Functions: Essential functions as defined under the Americans with Disabilities Act may include the following tasks, knowledge, skills, and other characteristics. This list is not a comprehensive listing of all functions and tasks performed by position in this class and are subject to change.

1. **Billing:** Build, establish and sustain a third party billing revenue system for Integrated Primary Care & Behavioral Health clinical services for the Tucson American Indian community, including the following activities:
 - A. Leads and manages the Coding/Billing Specialist(s) contractor(s) and/or staff as assigned.
 - B. Manages the data entry of visits into the billing system, including the timely retrieving of Electronic Health Record (EHR) data; verifying insurance & AHCCCS status; assuring the presence of all required billing components in the patients' records; identifying the correct and valid CPT, HCPCS, CDT and ICD-10 codes for the procedures and diagnosis provided to the patient at the time of service; ensuring all claims are generated and submitted to a third party payer within 30 days of services; submitting data to Health Services Director and Finance Director for quality assurance activities and for completion of the billing cycle; and assisting in the compilation of data or reports for the Health Services Director and

- Finance Director.
 - C. Coordinates with the Finance Department for the successful posting of payments made to Tucson Indian Center for services provided to patients in clinic for accountability.
 - D. Effectively and efficiently manages all denials, including ensuring Coding/Billing Specialist(s) work denials in a timely fashion; inquiring of denial reason code from third party representative to clarify denial reason and steps to resubmit corrected claims; monitoring, investigating, following up and resubmitting all outstanding billable receivables; working denials one day per week to maintain denial management; providing monthly denial reports to Health Services Director and Finance Director and provide explanations when requested.
 - E. Ensure compliance with internal policy and external regulations and standards.
2. **Licensure:** Achieve Outpatient Treatment Center licensure by Arizona Department of Health Services for the Rodney W. Palimo, Sr. Clinic, including the following activities:
- A. Review of all current policies/procedures in place as well as the development of additional needed operational and clinical policies/procedures to meet the Ambulatory Care Standards of Arizona Department of Health Services
 - B. Facility review of the 3,000 sq. ft. clinic to assure it is in compliance with Arizona Department of Health Services in terms of safety, furnishings, personnel, and integrated care services.
 - C. Coordinating a Human Resources review of all employees to assure credentials, certifications, education, job descriptions, fingerprinting, etc., are in compliance with Arizona Department of Health Services.
 - D. Development of job descriptions for employees for internal consistency {MD, business office manager, behavioral health clinician, medical assistants, community health workers, etc.)
 - E. Credentialing, licensing, and privileging of Providers including the following: 1) Completion of applications for all payers; 2) Delegated credentialing provided by El Rio Health; 3) Follow up with all payers to assure completion; 4) Planning of expected timeline when providers will be able to see patients(3-4months); 5) Facilitation of the Facility Credentialing(G months) 6) Review of payer networks for needed referral relationships and those for self-pay patients.
3. **Staffing:** Recruit, hire, credential, privilege, and license the Integrated Primary Care & Behavioral Health clinical staff, including a physician/Medical Director, medical assistant, and behavioral health counselor.
4. **Quality Assurance:** Lead quality assurance and performance improvement strategies and projects across the organization, including the following activities:
- A. Ensure the Tucson Indian Center meets clinical and operational performance measures as required by funding organizations and HIPAA.
 - B. Ensure the Tucson Indian Center provides a continuous improvement learning environment by providing technical assistance to the safety program as well other internal committees.
 - C. Regularly provide technical assistance to staff and agency programs, monitor compliance as needed, and assist in the coordination of site visits to ensure compliance with IHS, ADHS, and other funding or regulatory organizations.

5. **Other Clinic/Department matters:** Assist with functions in the Health Services Department as required, especially those that contribute to the successful implementation and sustaining of the Rodney W. Palimo, Sr. Clinic primary care services, integrated behavioral health services, and integrated Community Health Representative (CHR) services, including activities such as the financial assessment and analysis of TIC's direct hire vs. contractor options for launching primary care services, integrated behavioral health services, and integrated CHR services.

Required Knowledge, Skills and Abilities: Knowledge of eligibility requirements of AHCCCS, Private Insurance and Sliding Fee Scale Program.

1. Knowledge, skills and ability to effectively and efficiently launch a culturally competent, licensed, integrated primary care & behavioral health clinic and third party revenue system serving the Tucson American Indian community.
2. Skills in using medical database, spreadsheets and other computer software programs.
3. Knowledge of privacy and confidentiality rules and regulations.
4. Ability to work with multiple levels of supervision and differing program requirements simultaneously.
5. Ability to work under minimal supervision while meeting all requirements of the position.
6. Ability to communicate with co-workers and superiors in order to carry out assignments, meet goals and ensure the success of TIC.
7. Knowledge of ICD-10 and DSM-5 diagnosis and treatment codes.
8. Knowledge of CPT, CDT-2, and HCPCS codes.
9. Skills in supervising personnel performing multiple tasks.
10. Skills in meeting deadlines.

Required Experience and Training:

1. Graduate of an accredited college with a bachelor's degree, master's degree preferred, in business, healthcare administration or related field, and a minimum of five years' experience as manager, preferably in primary care (family medicine practice) at Urban, Tribal or IHS facility.

OR

1. Associate degree in a medical-related field or equivalent, or successful obtainment and maintenance of the American Health Information Management Association (AHIMA) or the American Academy of Professional Coders' credential, Certified Professional Coder (CPC).
2. Experience and familiarity with medical terminology and diagnoses, treatment, and procedure coding for family and behavioral health services.
3. At least one year of supervisory responsibility in a medical outpatient environment.
4. A minimum of three years of combined experience in patient registration, medical records, medical billing, or other direct care medical experience.
5. Experience working with PC based computer operations.

Additional Requirements:

- Must possess valid Arizona Driver's License (within 30 days of hire if applicant is from out-of-state). Must maintain a valid AZ driver license during employment.
- Must pass Tucson Indian Center Driver Insurance Carrier's requirements
- Must pass Arizona DPS Finger Print Clearance (Class I & II);
- Must pass and submit to periodic/random drug testing
- Must have an updated Immunization (IZ) Record.

- Must have a current (within 12 months) Tuberculosis (TB) skin test report upon employment and provide an update annually.
- Must obtain a CPR Card within ninety (90) calendar days of employment and maintain a valid CPR card during employment.

Working Conditions:

- Working daily in a medium to high-risk exposure work environment to COVID-19 and other infectious diseases and with staff who may work in very high risk exposure work environments.
- Ability to sit for 6 to 8 hours per day at a computer in an office environment with low to moderate noise and frequent interruptions
- Ability to bend, stoop and reach
- Ability to lift and carry up to 20 pounds.
- Ability to travel to various locations, including out of state.

Supervisory Status:

- Supervisory, supervises Medical Records Clerk
- Reports to Health Services Director

Reviewed and Approved By:

_____	_____
Department Director	Date
_____	_____
Human Resources Manager	Date
_____	_____
Executive Director	Date

Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472 and 473). The Tucson Indian Center is committed to achieving the full and equal opportunity without discrimination because of Race, Religion, Color, Sex, National Origin, Politics, Marital Status, Physical Handicap, Age or Sexual Orientation. In other than the above, the Tucson Indian Center is an Equal Opportunity Employer.