

**LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.
JOB DESCRIPTION**

DATE ESTABLISHED: 02/02/18

TITLE OF POSITION: CFS Assistant Supervisor

POSITION NUMBER: 10-04

PROGRAM: Admin – Client Financial Services

MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS: High school graduate or equivalent required. Detailed/Hands-On knowledge of 837 files and posting 835's. 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. Familiar with HIPAA guidelines/regulations. Knowledge of insurance CPT and HCPCS codes with ability to integrate reimbursement rule changes into a organizations reimbursement processes. Knowledge of general billing accounting procedures. Two years of supervisory and three years of total experience in association with third party billing preferred. Knowledge and experience in the behavioral health field preferred but not required. Experience in Medicare, Medicaid, third party billing preferred.

Life Management Center relies heavily on technology to run its business; therefore, all employees are required to have basic computer skills. These basic skills will include knowledge of creating folders, saving and retrieving files, e-mail (Outlook), MS Office (Word and Excel), using web browsers such as Internet Explorer and/or Mozilla Firefox, along with operating a keyboard, mouse, and printer.

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

Life Management Center maintains and enforces a drug-free workplace policy. Applicants are required to be drug tested prior to employment. Under certain circumstances, employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the employee Handbook and set forth in the Drug-Free Workplace Policy, available through the Human Resources Department and the organization's website at www.lifemanagementcenter.org

SUPERVISOR: Client Financial Services Supervisor

POSITIONS SUPERVISED: None

SALARY MINIMUM: \$30,000 minimum pay

WAGE AND HOUR STATUS: Exempt

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:*¹

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

1. Assume total management responsibility of Client Financial Services in the absence of the CFS Supervisor
2. Direct supervision of day-to-day tasks of Billing Specialists.
3. Implement procedures designed for increased efficiency (i.e. standardization) as directed by CFS Supervisor.
4. Identify and resolve client billing issues which cannot be resolved at Specialist level.
5. Audit of Medicaid claims to include: Audit of treatment plans to ensure completeness and accuracy. Spot audit of service pre-billing to ensure Medicaid compliance. Spot services post-payment to ensure compliance in frequency, amount, and duration of services.
6. Complete risk-assessment audit for providers consistently exceeding Medicaid billing limits.
7. Audit upcoming client appointments for expired or missing authorizations and communicate the need for an update to the program Office Manager.
8. Write-off services that are not Medicaid compliant.
9. Create new payers when requested by Access or other programs.
10. Resolve service errors that prevent billing.
11. Become familiar with the billing matrix and service creation.
12. Post all Medicaid payments and forward denials to specialist for follow-up.
13. Intercept escalated client calls from Billing Specialists.

Shared Responsibilities with CFS Supervisor

1. Assist with the management of the day-to-day functions of the billing department which will include submitting claims, posting payments, preparing deposit, mail run, requesting refunds, submitting Medicare crossovers, collections, etc.
2. Assist each position of the department for quality and efficiency, making changes where needed.
3. Assure compliance with third party billing requirements (including Medicare and Medicaid) before submission of claims and timely submission of those claims.
4. Correct, adjust, balance, and audit client accounts and review collections paperwork if applicable.
5. Provide staff training and development.
6. Assure staff compliance with Life Management Center's policies and procedures.
7. Review with the CFS supervisors written policies and procedures that govern the functions of the department, as needed.
8. Maintain strictest confidentiality; adhere to all HIPAA guidelines/regulations.

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

PHYSICAL REQUIREMENTS

- Must be able to hear conversational speech, visually observe client behaviors for safety and communicate effectively with clients and co-workers
- Vision requirements include close and distance vision

Activity	Expectation			
Standing	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Sitting	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent	<input type="checkbox"/> None
Driving vehicles	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Lifting and/or Carrying	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Bending and/or Stooping	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Climbing Stairs and/or Ladders	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Walking or Moving (between offices, other facilities, etc.)	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Other (lift above waist/reaching etc., please explain)	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	

Speaking: Yes No
 Hearing: Yes No
 Reading Comprehension: Yes No
 Repetitive motion with hands, wrists, arms (e.g keyboard, typing, handwriting, etc.) Yes No

Ability to lift and carry up to 15 pounds.

Ability to handle stressful situations: Minimal Moderate Frequent

	Infrequent	Occasional	Frequent	N/A*
Travel Same Day	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel Overnight	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overtime (Non-Exempt only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Holidays/Weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Shift Work (PMs/Midnights)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

* Not Anticipated

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. ADA Accommodations will be reviewed for persons with disabilities. We reserve the right to assess undue hardship that results from the provided accommodation and may need to rescind such reasonable accommodation if undue hardship results.

Copy received by:

Date:
