

MMBS

Job Description Form

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| JOB TITLE: Client Manager | REPORT TO: Director of Operations |
| JOB CLASS: Management | CLIENT/HOSPITAL: |
| DEPARTMENT: Client Service | EMPLOYMENT STATUS: Full-time, Non- Exempt |

I. Position Summary:

Responsible for making sure the assigned account is meeting or exceeding benchmark. This includes, but not limited to physician meetings, staff meetings, training, coaching, and building team spirit, answering and interpreting reports regarding clients' account.

II. Essential Job Functions:

Following is a list of the essential duties and responsibilities required of this job. The tasks and the time spent performing each task may vary as business needs require. Target quota information is included if it is a performance measure. Marina Medical Billing Service maintains the right to modify job duties and responsibilities at its discretion.

- Supervise and delegate responsibilities to employees
 - Edit employees time sheet
 - Monthly group and safety meeting
 - Solve employees issue as needed
 - Recruit, train, and terminate employee as needed
- Prepare reports for month end checks
- Update monthly refunds report/spreadsheet
- Flag and submit all delinquent accounts for collection
- Send monthly report to clinic and get any update information from the clinic
- Weekly audit the data entry charges
- Monthly request cycle closing
- Pick-up and review all correspondence
- Monthly audit contracts and send in on-demand requests
- Other responsibilities as assigned and/or needed

III. Education & Experience:

- Must have three to five years experience in billing
- Two years experience with supervisory/management
- High School Diploma/GED
- BS/BA degree from accredited college in healthcare or related field is strongly preferred

VI. Knowledge, Skills, and Abilities:

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the **minimum** knowledge, skills and abilities required. Employees who do not possess the requirements for a job at time of hire or transfer/promotion are expected to attain the skills, knowledge and abilities required within a specified period of time as agreed upon in writing, with the hiring manager. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Employees will follow any other instruction, and perform any other related duties, as may be required.

- Excellent written and verbal communication skills
- Must be able to work independently and have confidence when using judgments
- Ability to generate and interpret reports
- Ability to file alphabetically and numerically
- Ability to use PC, copy & fax machines, and other office machines
- Ability to multi-task and prioritize job duties/responsibilities
- Ability to delegate work to staff, and to pay attention to detail
- Knowledge in running POS device and use AEVS system
- PC skills: AS400 is a plus, MS Excel and Outlook

V. Physical Dimensions:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

| ADA Requirements: | 0-24% | 25-49% | 50-74% | 75-100% |
|---|-------|--------|--------|---------|
| Seeing: Must be able to read reports and use computer | | | | X |
| Hearing: Must be able to hear well enough to communicate with co-workers and staff. | | | | X |
| Mobility: Standing & Walking Must be able to move around on foot to make copies, deliver charts, and attend department & staff meetings. | | | X | |
| Climbing/Pulling/Kneeling: Must be able to pull charts out off filing cabinets. Use stool if needed. Kneeling is required when pulling charts at ground level. | | X | | |
| Lifting/Pulling/Pushing: Must be able to lift charts out off filing cabinets. Use stool if needed. Pushing and pulling is required for all door ways, cabinets drawer | | X | | |
| Fingering/Grasping/Feeling: Typing on keyboard, dialing on phone, writing, and holding small office supplies. | | | | X |

Employee's Name (Print) Date

Employee's Signature

Manager/Supervisor's Name Date

Manager/Supervisor's Signature