

DHHS TRUST OFFICER SUPERVISOR

DESCRIPTION: Under administrative direction, supervises a financial responsibility staff in all phases of collection and reimbursement activities regarding patient accounts. Incumbents plan and organize methods and procedures for collection and reimbursement activities and train staff according to appropriate procedures. Incumbents assist in the establishment of policies and procedures utilized in establishing a uniform reimbursement program; performs related work as required.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Plans and organizes methods and procedures to be used for the collection of delinquent accounts; advises facility financial responsibility staff of the appropriate collection activity to be utilized.

Assists the Financial Responsibility Manager in the establishment of policies and procedures and appropriate forms to be utilized in coordinating a uniform reimbursement program.

Supervises and trains a financial responsibility staff of Trust Officers and Reimbursement Clerks in all phases of collection and reimbursement; recommends personnel actions related to selection, discipline, performance, leave, grievances, work schedules, and assignments.

Analyzes collections and completes revenue projections to ensure that procedures are being followed uniformly.

Conducts special studies, surveys, and budget projects as requested by the Financial Responsibility Manager to monitor the application of methods and procedures throughout the collection and reimbursement process and to plan for updates and revisions.

Provides technical assistance to other state agencies utilizing Department of Health & Human Services reimbursement programs.

Reviews accounts to ensure that maximum benefits have been received from Medicare, Medicaid, Blue Cross, private insurance, and other third party payers.

Processes delinquent accounts through the Attorney General's office, if necessary, to collect payments due; identifies uncollectable accounts that have been submitted to the State Claims Board.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: state statutes pertaining to patient accounts; collection procedures applicable to the facilities under DHHS's jurisdiction; the state government budgeting process; personnel management procedures; Medicare A and B rules and regulations; Medicaid regulations; the AIMS billing system (patient, county, and trust systems); required revenue reports.

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Ability to: conduct interviews with patients and the public; determines patients' ability to pay and reviews such determinations for accuracy; supervise an office staff and functionally supervise remote offices; coordinate work flow within an office setting; analyze and maintain the AIMS billing system (patient, county, and trust systems); analyze and audit all accounting procedures; complete required revenue reports; work independently.

Skill in: applying supervisory techniques; financial responsibility mainframe operation; computer operation for financial reports; accounting pertaining to financial responsibility; complex problem solving in technical and revenue matters; effective communication.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance, and/or other evaluations.)

Knowledge of: data processing systems, both mainframe and personal computers, as they apply to the financial responsibility billing system; collection procedures; accounting principles; mental hospital operations.

Ability to: communicate effectively with patients and the public; make decisions within the parameters of the financial responsibility division; supervise and direct a staff; collect revenue from Medicare, Medicaid, and insurance companies

Skill in: collection procedures; accounting principles; effective communication; problem solving.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Any combination of training and/or work experience that will enable the incumbent to possess the required knowledge, skills and abilities. A general qualification guideline for positions in this class is post high school coursework/training in accounting, finance, or related field with experience in accounts receivable/payable, some of which must have been in a supervisory capacity.

SPECIAL NOTE

Specific positions in this class may require an employee to possess a valid driver's license (or provide a substitute licensed driver) in order to perform work-related travel.

Overnight travel may be required.