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| PART I | HAWAII HEALTH SYSTEMS CORPORATION | 2.114 |
| | STATE OF HAWAII | 2.115 |

Class Specifications
for the Classes:

PATIENT ACCESS MANAGER I & II
SR-24; SR-26
BU:13

PATIENT ACCESS MANAGER I 2.114

Duties Summary:

Manage and/or direct the admissions activities of a small medical facility and/or region; and performs other related duties as assigned.

Distinguishing Characteristics:

This class reflects responsibility for managing and directing all Patient Access functions of a small medical facility and/or region. These activities include developing, implementing and evaluating admission and registration procedures and/or billing, credit, collection and account maintenance procedures to insure the accuracy of patient demographics necessary for billing and collection procedures.

Examples of Duties:

Manages, plans, directs, and coordinates admission and registration activities, billing, collection, credit control and patient account maintenance activities; implements appropriate admission procedures; insures that admission records are kept in accordance with established procedures; advises staff on daily implementation and interpretation of policies and procedures; reviews the work of staff for compliance; provides training concerning new information and modifications to policies and procedures in operations; develop, establish and modify procedures for prompt and systematic flow of information; plans the organization of the office and determines need for staff; supervise, train and orient new personnel; and develop work schedules and priorities of staff. Maintain appropriate internal controls over accounts receivable and cash receipt functions; keep abreast of reimbursement billing procedures of third party and private insurance payers; insure compliance with appropriate submission, billing and payment cycles; implement procedures for follow up on third party reimbursements, billing and collection on overdue accounts; develop and maintain policy and procedure manuals; develop and modify admission procedures; and prepare proposed budget. Ensures Charity Care is offered to uninsured and under-insured patients.

Knowledges and Abilities Required:

Knowledge of: Principles and practices of supervision and management in the admission process; business office functions which include billing, collection, credit control and account maintenance; a comprehensive knowledge of pertinent laws, polices, regulations and procedures regarding admissions, reimbursements, billing and collection procedures of third party and private insurance payers. Advanced Beneficiary Notices and of the Health Information Portability and Accountability Act (HIPAA).

Ability to: Plan, organize and direct the work and activities of staff; develop, implement, and modify as necessary, methods and procedures relating to admissions and registration and healthcare billing and collection and credit operations; understand data processing information systems used, develop policies and procedures; and establish and maintain effective working relationships with others.

PATIENT ACCESS MANAGER II

2.115

Duties Summary:

Manage and/or direct the admissions activities of a large medical facility and/or region; and performs other related duties as assigned.

Distinguishing Characteristics:

This class reflects responsibility for managing and directing all Patient Access functions of a large medical facility and/or region. These activities include developing, implementing and evaluating admission and registration procedures and/or billing, credit, collection and account maintenance procedures to insure the accuracy of patient accounts receivable records.

Examples of Duties:

Manages, plans, directs, and coordinates admission and registration activities, billing, collection, credit control and patient account maintenance activities; implements appropriate admission procedures; insures that admission records are kept in accordance with established procedures; advises staff on daily implementation and interpretation of policies and procedures; reviews the work of staff for compliance; provides training concerning new information and modifications to policies and procedures in operations; develop, establish and modify procedures for prompt and systematic flow of information; plans the organization of the office and determines need for staff; supervise, train and orient new personnel; and develop work schedules and priorities of staff. Maintain appropriate internal controls over accounts receivable and cash receipt functions; keep abreast of reimbursement billing procedures of third party

and private insurance payers; insure compliance with appropriate submission, billing and payment cycles; implement procedures for follow up on third party reimbursements, billing and collection on overdue accounts; develop and maintain policy and procedure manuals; develop and modify admission and registration procedures; and prepare proposed budget.

Knowledges and Abilities Required:

Knowledges and abilities required is the same as at the next lower level, but the broader scope of operations requires greater planning and management skills.

This is the first class specification approved for the class, PATIENT ACCESS MANAGER I & II.

DATE APPROVED: July 25, 20007

JANICE WAKATSUKI
VP/DIRECTOR OF HUMAN RESOURCES