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| PART I | HAWAII HEALTH SYSTEMS CORPORATION | 2.111 |
|        | STATE OF HAWAII                   | 2.112 |

Class Specifications  
for the class:

PATIENT FINANCIAL SERVICES MANAGER  
SR-24; SR-26  
BU:13

Series Definition:

This series include all classes of positions the primary duties of which are to manage and/or direct the patient financial activities and revenue cycle services, which include the billing, collection, credit control and all patient account maintenance activities and/or the admissions and registration activities of a medical facility and/or region.

This class develops, implements and monitors goals, objectives, policies and procedures, reviews personnel and equipment needs and prepares budgetary requests and justifications; oversees the development, monitoring and implementation of patient financial services activities and programs; maintains extensive personal contacts with other State and Federal government personnel, representatives of the Centers for Medicare and Medicaid Services (CMS) and other agencies to provide and receive information, seek cooperation and to resolve problems. The major functional areas are described briefly below.

Billing and Collection

Work involves the billing functions for patient's services, maintenance of subsidiary patient accounts for follow up and collection, and maintenance of financial data for revenue projections. Positions in this class develops, implements and evaluates appropriate billing, credit and collection procedures to insure inpatient and outpatient accounts receivable records are kept in accordance with established procedures; develops, establishes, and modifies procedures for the prompt and systematic flow of information (e.g., patient charges, changes in procedures, regulations and requirements) between the various hospital departments; manages, monitors and coordinates the use and implementation of automated information systems; develops, monitors, evaluates staff to comply with standards, policies, procedures, and directives; and prepares, receives and reviews reports.

Admissions

Work involves the admissions and registration functions of a hospital and/or medical facility. Positions in this class develops, implements and evaluates admissions and

registration procedures and activities; develops, establishes and modifies procedures to insure the effective and efficient flow of patient admissions; manages, monitors and coordinates the use and implementation of automated information systems; develops, monitors, evaluates staff to comply with standards, policies, procedures, and directives; and prepares, receives and reviews reports.

The work is performed under the general supervision of the Assistant Administrator/Chief Financial Officer, Patient Financial Services Manager or designee and within the broad framework of State and Federal laws, rules and regulations, administrative policies and overall departmental goals and objectives.

PATIENT FINANCIAL SERVICES MANAGER I 2.111

Duties Summary:

Manage and/or direct the billing, collection, credit control and all Patient Account maintenance activities and/or the admissions and registration 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 Financial Services of a small medical facility and/or region. These activities include developing, implementing and evaluating billing, credit, collection and account maintenance procedures to insure the accuracy of patient accounts receivable records and/or developing, implementing and evaluating admission and registration procedures to insure the efficient flow of patient admissions and services.

Examples of Duties:

Manages, plans, directs, and coordinates the billing, collection, credit control and patient account maintenance activities; implements appropriate billing, credit and collection procedures; insures that patient accounts receivable 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 on new information and modifications to policies and procedures in operations; develops, establishes and modifies procedures for prompt and systematic flow of information; plans the organization of the office and determines need for staff; supervises, trains and orients new personnel; and develops work schedules and priorities of staff; maintains appropriate internal controls over accounts receivable and cash receipt functions; keeps abreast of all reimbursement billing procedures of third party and private insurance payers; implements controls to insure appropriate submission, billing and payment cycles; develops, implements and modifies procedures for follow up on third party reimbursements, billing and collection on overdue accounts; provides instruction and

directions to staff in resolution of difficult claims and resolve complaints on charges, payments, credits and other billing related matters; interpret policies and procedures, rules and regulations relating to billing and collection activities, processing of claims by various insurance companies, governmental agencies and other programs; develops and maintains policy and procedure manuals; develops and modifies billing and collection procedures; oversees calculation adjustments for Medicare, Medicaid and other contractual agreements and prepare proposed budget.

Manages, plans, directs, and coordinates the admissions and registration procedures and activities; implements appropriate admissions procedures; insures the effective and efficient flow of patient admissions and services; advises staff on daily implementation and interpretation of policies and procedures, rules and regulations relating to admissions; reviews the work of staff for compliance; provides training on new information and modifications to policies and procedures in operations; develops, establishes and modifies procedures for prompt and systematic flow of information; plans the organization of the office and determines need for staff; supervises, trains and orients new personnel; develops work schedules and priorities of staff; develops and modifies admission and registration procedures; and prepares proposed budget as necessary.

Knowledges and Abilities Required:

Knowledge of:

Principles and practices of supervision and management; business office functions which include billing, collection, credit control and account maintenance; preparation of reports for adjustments as mandated by Medicare, Medicaid and other insurance carriers; a comprehensive knowledge of pertinent laws, polices, regulations and procedures regarding reimbursements, billing and collection procedures of third party and private insurance payers.

Principles and practices of supervision and management; admitting and registration functions which include interviewing patients, obtaining required information, record keeping, preparing required documents and securing proper signatures and authorizations, and the explanation of hospital procedures, policies and regulations.

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

PATIENT FINANCIAL SERVICES MANAGER II

2.112

Duties Summary:

Manage and/or direct the billing, collection, credit control and all Patient Account maintenance activities and/or the admissions and registration 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 Financial Services of a large medical facility and/or region. These activities include developing, implementing and evaluating billing, credit, collection and account maintenance procedures to insure the accuracy of patient accounts receivable records and/or developing, implementing and evaluating admissions and registration procedures to insure the efficient flow of patient admission.

Examples of Duties:

Manages, plans, directs, and coordinates the billing, collection, credit control and patient account maintenance activities; implements appropriate billing, credit and collection procedures; insures that patient accounts receivable 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 on new information and modifications to policies and procedures in operations; develops, establishes and modifies procedures for prompt and systematic flow of information; plans the organization of the office and determines need for staff; supervises, trains and orients new personnel; and develops work schedules and priorities of staff; maintains appropriate internal controls over accounts receivable and cash receipt functions; keeps abreast of all reimbursement billing procedures of third party and private insurance payers; implements controls to insure appropriate submission, billing and payment cycles; develops, implements and modifies procedures for follow up on third party reimbursements, billing and collection on overdue accounts; provides instruction and directions to staff in resolution of difficult claims and resolve complaints on charges, payments, credits and other billing related matters; interpret policies and procedures, rules and regulations relating to billing and collection activities, processing of claims by various insurance companies, governmental agencies and other programs; develops and maintains policy and procedure manuals; develops and modifies billing and collection procedures; oversees calculation adjustments for Medicare, Medicaid and other contractual agreements and prepare proposed budget.

Manages, plans, directs, and coordinates the admissions and registration procedures and activities; implements appropriate admissions procedures; insures the effective and efficient flow of patient admissions and services; advises staff on daily implementation and interpretation of policies and procedures, rules and regulations relating to admissions; reviews the work of staff for compliance; provides training on new

information and modifications to policies and procedures in operations; develops, establishes and modifies procedures for prompt and systematic flow of information; plans the organization of the office and determines need for staff; supervises, trains and orients new personnel; develops work schedules and priorities of staff; develops and modifies admission and registration procedures; and prepares proposed budget as necessary.

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.

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This is an amendment to the class specifications for the classes, PATIENT FINANCIAL SERVICES MANAGER I & II, to include overseeing of admission activities, effective August 1, 2007.

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This is the first class specification approved for the class, PATIENT FINANCIAL SERVICES MANAGER I & II, approved September 8, 2003.

DATE APPROVED: August 1, 2007

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JANICE WAKATSUKI  
VP/DIRECTOR OF HUMAN RESOURCES