

Revenue Cycle Manager/Billing (RCM)

Location: Escondido, Ca

Are you ready to grow along with CHMB?

We have an exciting and immediate opening for an experienced **Revenue Cycle Manager/Billing (RCM)** in our Escondido, CA office. The RCM Manager position is responsible for managing and tracking the productivity of the account team and insuring that billing and collection activities are timely and accurate. The position supports the company's objective of efficiently and effectively providing management oversight.

CHMB has provided technology & business services to healthcare professionals for nearly twenty years. Its nationwide client base benefits from its 360+ Surround Services Methodology which brings the proven combination of people, process and technology to its clients and delivers exceptional client outcomes. CHMB's breadth of services ensures it supports its clients across all facets of the organization: administrative, clinical and technical.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assure that clients' cash collections, adjustments and accounts receivable balances are accurate and meet client benchmarks and expectations.
- Review monthly reports, analyze outcomes, identify trends, and ensure timely and proactive communication to clients.
- Delivers timely required reports to the RCM Director; initiates and communicates the resolution of issues, such as payor denial trends, collections accounts, inaccurate or incorrect charges, vendor input and implementation.
- Track clients' AR productivity (charge, payments, collections, adjustments) on a daily, weekly and/or monthly basis; as needed to ensure the client and company expectations are met.
- Professionally interact with clients and patients to resolve questions and concerns;
- Provide training and mentoring to staff; ensure standard operating procedures (SOP) are followed and improvements occur.
- Stay current with company's policies and procedures regarding AR activity such as, reviewing month end reports to guarantee the AR is below agreed levels over 90 days, identifying trends.
- Analyze reports to determine when, how and why decrease in clients' AR; includes denials, unbilled, credit issues; holds; communicate with client and staff to resolve
- Review work performed by outside vendors for accuracy and production.
- Analyze and address staff performance, conduct and other problems in a timely and professional manner; offering counseling, correction and discipline as appropriate
- Maintain standardized operational workflows to ensure efficiencies, quality outcomes and maximized revenue.
- Effectively use developed dashboard reporting to maintain and use to demonstrate performance.
- Perform period reviews to mentor and give constructive feedback to improve performance.
- Handle and manage internal staffing issues as regards time clock, time-off, covering workloads, training and answering questions on subordinates' duties and responsibilities
- Effectively use standard issue tracking tool to be used in agendas, minutes and as a historical reference of issues resolved and decision agreed upon with client.
- Other duties as assigned

Operations Support Processor I-Escondido, CA

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We have an exciting opportunity for an Operations Support Processor I in our Escondido office. The Operations Support Processor I is responsible for the processing of client insurance, patient deposits, client charges, hospital batches, correspondence, discrepancy notifications and incoming courier information from clients as well as preparing paper batches to be scanned into the Records Management System. Must be able to organize time well, multi task and accurately decipher any discrepancies within batches and report to management. Additionally, the position supports the company's overall Operations and Client Services departments by efficiently and effectively driving the Revenue Cycle Management process and delivering results.

Essential Functions:

- Strong customer service skills; prompt return and follow up to all interactions; prompt response to requests for information
- Deposits - Separate and determine payments per Explanation of Benefits (EOB). Includes direct patient statement payments. Cash, Check, Credit Card Payments
- Charge Batches - Separate payments per superbills attached. Order of Cash, Check, Credit Card
- Deposit and Charge Batches - confirm all information received is balanced and correct
- Daily - there are discrepancies within batches that do not balance and communicate to correct personnel
- Process batches for scanning in a certain order, which allows posting/billing to process as efficiently and quickly as possible
- Organize Client Hospital batches in specific orders for scanning, normally involving large amounts of superbills
- Prepare deposit information to correct banks and clients and update Cash Flow and Laserfiche information.
- Courier bag information to correct clients and office personnel
- Sorting and folding claims and preparing for outgoing mail
- Accurate Data entry indexing into Laserfiche fields
- Tracking Discrepancies in Laserfiche from charge batches that are missing information and sending back to the client
- Work with other employees and manager's on pulling bad scans or re-scanning to ensure we have everything correct in our Records Management System
- Complies and enforces policies and procedures
- Achieve goals set forth by supervisor regarding error-free work, transactions, processes and compliance requirements
- Other duties as assigned

Experience/Training/Education:

- High School Diploma or GED
- 0-2 years of experience in same/related field
- Accuracy with strong attention to detail and focus on quality
- Must have strong 10 key skills
- Cashier or banking experience is a plus

Knowledge/Skills/Abilities:

Technical: Extensive knowledge on use of email, search engine, Internet, ten key; ability to effectively use client credit card websites and Laserfiche; knowledge and use of Microsoft Products: Outlook, Word, Excel.

CHMB offers a competitive compensation package and a great work environment. If you are someone looking to use your talents to help our clients meet their needs, and work with an exciting team, we want to hear from you.

CHMB promotes a drug-free workplace and all job offers will be contingent on passing a drug screen and a favorable pre-employment background check.

EEO/M/F/D/V

AR Specialist- Escondido

Are you ready to grow along with CHMB?

We have an exciting full-time opportunity for an AR Specialist in our Escondido, CA office. The AR Specialist is responsible for the overall recovery and management of accounts receivable as it relates to maximizing accounts receivable collections for CHMB clients. The AR involves detailed research and follow-up on medical insurance claims and the careful preparation of appeals and responses to efficiently interact with insurance carriers and resolve the claim. The position supports the company's overall Operations and Client Services by efficiently and effectively driving the accounts receivable process and showing results.

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Essential Functions:

- Strong customer service skills; answering client, patient and carrier calls; prompt return and follow up to all interactions; prompt response to requests for information
- Timely management of unpaid claims as assigned, through the use of the client's office manager; aging reports; correspondence; Clearinghouse and PM rejections; SharePoint
- Effectively handle complex payer denials; responsible to ensure that secondary claims are sent and paid
- Monitoring and reconciliation of claims to include:
 - Held vouchers
 - Unbilled vouchers
 - Denial trends
 - Patient balance report
 - Credits and refunds
- Manage and track information requests to client.
- Answer and resolve all incoming calls and requests in a timely manner.
- Complies and enforces policies and procedures
- Achieve goals set forth by supervisor regarding error-free work, transactions, processes and compliance requirements; Specific goals include 1,400 accounts worked per month
- Other duties as assigned

Experience/Training/Education:

- High School Diploma or GED
- At least two years of experience in the healthcare field
- 1-2 years of medical billing experience preferred
- AHCCS experience is a plus

Knowledge/Skills/Abilities:

Technical: Extensive knowledge on use of email, search engine, Internet; ability to effectively use payer websites and Laserfiche; knowledge and use of Microsoft Products: Outlook, Word, Excel. Preferred experience with Allscripts.

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EEO/M/F/D/V

EDUCATION, SKILLS AND EXPERIENCE

- Strong customer service skills;
- College or University degree preferred;
- 5+ years of experience in Medical Billing
- Must have experience supervising and managing staff

Technical: Extensive knowledge on use of email, search engine, Internet; ability to effectively use payer websites and Laserfiche; knowledge and use of Microsoft Products: Outlook, Word, Excel. Preferred experience with various billing systems, such as NextGen, Pro and Allscripts. Epic.

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Please send your resume directly to npadilla@chmbinc.com or if you have any questions please contact Nancy Padilla/Human Resources at 760-755-5632.

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