



<b>Job Title:</b>	Clinic Business Manager
<b>CCFH Program:</b>	Finance
<b>Location:</b>	Durham, NC
<b>Position Type:</b>	Full-Time

**JOB DESCRIPTION**

**Position Reports to:** Chief Financial Officer

**Center Description:** The Center for Child and Family Health (CCFH) was established in 1996. CCFH is a community-based nonprofit organization involving collaboration with Duke University, the University of North Carolina at Chapel Hill, and North Carolina Central University. CCFH’s mission is to define, practice, and teach the highest standards of care in treating and preventing childhood trauma, serving more than 2,500 children and families each year. CCFH training faculty are committed to developing and sustaining a child trauma mental health workforce across North Carolina and the country, leveraging state and federal programs to support clinical training, consultation, and technical assistance. CCFH staff and faculty include clinicians, researchers, nationally-endorsed trainers in evidenced-based treatments (EBTs), and clinical and implementation experts. CCFH is located in Durham, North Carolina, and is a community treatment and services site in the National Child Traumatic Stress Network.

**Occupational Summary:** The Clinic Business Manager will oversee the revenue cycle activities associated with services of assigned clinical area, with the goal of maximizing reimbursement in a cost-effective manner that is in compliance with federal/state and payer-specific billing requirements.

Responsible for billing and collections for Medicaid, Insurance, and Self-Pay patients. Perform the patient account billing process to assure that all assigned tasks are complete in a timely and accurate manor. Supervision of staff to consistently meet established productivity, schedule adherence and quality standards; proactively seek to further develop billing process competencies; and assist in implementation of process improvements.

**Work Performed:**

- Review and recommend changes to department's charge capture documents to facilitate accurate and comprehensive billing in compliance with annual CPT-4 and ICD-9 updates.
- Identify revenue cycle problems, research/analyze data to resolve issues, identify and select alternatives to address outstanding issues, and implement solutions for improvement
- Work with financial analyst, clinicians, and administrative leadership to educate and train providers and staff about coding and other outstanding revenue cycle issues
- Monitor performance for staff responsible for appointment scheduling, registration, clinic check-in, and clinic collections. Develop and prepare/utilize reports to track financial and operational
- Analyze and provide feedback for departmental specific reports.
- Utilize clinical and coding knowledge to ensure accurate and compliant charge items and to recognize and resolve billing inconsistencies
- Manage appropriate systems for accounts receivable and/or financial reporting and prepare written reports and analyses
- Perform in house audits of operating units; analyze deficiencies and report to manager/director and assist in implementation of process improvements
- Research all credit Accounts Receivable balances and perform required follow up to resolve credit balance
- Answer onsite questions for self-/sliding-pay patients and provider patient customer service;



- Assist outsourced billing company in obtaining documents needed to complete credentialing and obtaining provider signatures
- Provides billing information by collecting, analyzing, and summarizing third-party billings, accounts pending, and late charges data and trends
- Responsible for clinic revenue, budget, and financial reporting
- Consult with Finance Director, and Finance staff, regarding payments, credit card equipment, and expenditures
- Provide productivity and revenue reports as requested including a YTD audit report
- Responsible for credentialing CCFH clinical staff with CAQH, National Provider Registry, and various insurance providers.
- All other duties as assigned

**Salary Range: \$50,000-\$55,000**

**Required Qualifications at This Level**

**Education/Training:** Minimum of a Bachelor’s Degree, preferably in Accounting, Finance, Economics, Business Administration or a related field. Master’s in Health Administration preferred.

**Skills:** Experience in these areas is preferred: CPT/ICD/9 Coding, reimbursement systems including financial analytical skills, spreadsheet, database, and third-party reimbursement guidelines and procedures. Data analysis and reporting Billing/Collections Insurance Claims Microsoft Office (Excel, Access, Word, PowerPoint). Good communication skills (verbal and written) are essential.

**APPLICATION INFORMATION**

Please send a personalized cover letter and resume Ebony Sneed @ [ebony.sneed@duke.edu](mailto:ebony.sneed@duke.edu) via email with the subject line: **Clinical Business Manager. Please no phone calls.**

For additional information on the Center for Child & Family Health, please see the CCFH website at [www.ccfhnc.org](http://www.ccfhnc.org).