

Revenue Cycle Manager

Triangle Family Services seeks a Revenue Cycle Manager to coordinate and perform key functions related to insurance billing and collections for our mental health practice.

Responsibilities (key duties include but are not limited to the following):

- Conduct insurance eligibility verification and service authorizations
- Perform client- and insurance-related data entry
- Liaise with billing vendor regarding payment reconciliation and account and claims issues
- Ensure errors, claims, denials and appeals are processed in a timely and accurate manner
- Prepare and send client statements
- Correspond with clients and staff to promote understanding of EOBs and related concepts
- Collaborate with Front Desk Manager to manage POS collections and client balances and to ensure collection of key account information; provide front desk back-up coverage as indicated
- Collaborate with Finance Manager to ensure proper reconciliation of cash receipts and practice financials with agency bookkeeping; perform financial reporting and record-keeping as indicated
- Collaborate with Practice Administrator to share in administrative support workload as indicated (scheduling, scanning, processing medical records, provider credentialing, etc.)
- Conduct internal audits of charges, balances and corresponding documentation
- Enhance and standardize work flows and processes; maintain and update internal SOPs
- Maintain and organize third-party payer contracts and policy manuals; stay abreast of and advise on payer and regulatory changes

Desired Experience, Education, Skills and Knowledge:

- At least three years of experience in healthcare billing operations
- Understanding of all revenue cycle functions within a medical practice or equivalent setting
- Ability to interpret and explain insurance benefits and payment models
- Analytic problem solver who is able to identify and address discrepancies
- Excellent communication skills, both written and verbal
- Team player who is willing to wear multiple hats and perform “top to bottom” functions within scope of work
- Commitment to TFS mission of serving vulnerable families in crisis