

## **Billing and Collection Manager – St. Anthony’s Medical Center**

St. Anthony’s Medical Center, the third largest Medical Center in the Metropolitan St. Louis Area is seeking an experienced Manager-Billing and Collections to join our team.

This position is located in South St. Louis County, at Gravois Road and Highway 270.

### **Overview:**

The Billing and Collection Manager is responsible for the overall operation and productivity of the team. The Manager maintains an effective and competent staff and exercises judgment in identifying and resolving issues and problems. Responsible for team-specific project scoping, planning, testing, implementation and monitoring efforts to enhance productivity, quality control and/or best practices as identified in short and long-term goals or as assigned by the Director.

### **Responsibilities for Manager of Billing and Collections:**

- Responsible for identifying and promptly resolving billing impacting issues
- Responds to escalated internal/external billing, collections and vendor payment inquiries and resolves concerns
- Proactively provide coaching and performance feedback to associates
- Maintain productivity and quality measures on staff performance monthly
- Coach associates to improve billing/collection skills, system knowledge and communication skills, thus enhancing customer service levels
- Pursues and communicates continuous improvement initiatives
- Identify and address associate performance issues in compliance with company policies
- Manage team ETO schedules
- Builds Morale within the department and manages turnover
- Functions effectively as a leader in a high performance work team environment
- Provides assertiveness and independent thinking in decision making
- Provides leadership and direction to associates within the team, promoting empowerment
- Assist in maintaining up to date policies and procedures
- Review and approves adjustments on accounts
- Meet with other departments to identify and resolve issues that affect the denials process
- Ensures Compliance with state and federal laws and regulations
- Manage the aging of accounts receivables by trending and analyzing the A/R and through communication with the payors

### **Qualifications:**

- Bachelor's degree preferred, with a minimum of 7 years' experience. Will accept work experience in lieu of Bachelor's degree. Prior managerial experience required

- Knowledge of third party regulations, hospital and physician billing operations
- Knowledge of patient accounts receivables system and related applications required. Epic systems experience required
- Outstanding project management and task prioritization abilities
- Self-starter with strong team player and leadership abilities to motivate staff and increase productivity
- Excellent communication skills, both written and verbal

Interested candidates, please apply online at [www.stanthonys.jobs](http://www.stanthonys.jobs) .

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