

## Carolina Eye Care Physicians

### Job Description

**Job Title: Office Manager**

**Reports to:** Practice Administrator

#### **Summary of Responsibilities**

Responsible for the day-to-day business operations of Carolina Eyecare Physicians practice to achieve CEP policies and procedures and overall corporate objectives. Responsible for front office operations. Assures a timely greeting, registration, flow of patients to physicians. Maintains departing patients with correct charges, payment arrangements, and answers to their questions. Accountable for the recovery of aging outstanding balances and maintain bad debt to a minimum.

#### **Lists of Responsibilities/Duties**

##### **Patient Services**

- Patients are greeted in a prompt, courteous, and helpful manner
- Properly registered
- Records are accurately and fully completed
- Guarantor, insurance eligibility and coverage, and method of payment is established
- Information is entered into computer
- Physician is notified of waiting patients
- "Bad debt patients" are referred to billing/collections as required
- Patients are greeted and checked-out in a prompt, courteous, and helpful manner
- Charges and payments are accurately determined as established by office policy
- Patients' questions concerning charges, billing, and appointments, etc. are resolved
- Answering service is activated and relieved of calls
- Incoming calls are answered promptly and professional
- Callers' needs are assessed and directed to appropriate personnel
- Calls to physicians are properly screened
- Referral appointments are promptly and accurately scheduled
- Patients with past due accounts are timely resolved
- Collection account with difficult problems are researched and resolved
- Past due payments and adjustments are timely and accurate posted
- Accounts in "collection status" are legitimate
- Physicians and appropriate staff are timely informed of delinquent accounts
- Timely payments by delinquent patients are pursued through letters, phone calls, and follow-up
- Any activity between provider and patients is properly documented
- Collection policy/procedures are followed

- Maintain and manage physicians' schedules and templates.

### **Financial**

- Answer questions doctors may have about claim payments and the business operations of the clinic.
- Implement corrective and improvement action resulting from payment audits.

### **Personnel**

- Work closely with doctors, Practice Administrator in the hiring and, if necessary, termination of employees.
- Ensure employees' understanding of Carolina Eyecare Physicians mission and objectives and importance of attitude, attendance, accuracy, appearance, aptitude in achieving our objectives.
- Seek employee input regarding clinic operations, policies and procedures. Resolve concerns and grievances, if possible, or refer unresolved problems to Practice Administrator.
- Delegate to and empower employees to achieve patient satisfaction within operating policies.
- Direct the conduct of oral and written performance evaluations.
- Implement Carolina Eyecare Physicians' personnel policies.
- Monitor employee's performance and take appropriate action to assure quality performance and quality improvement.
- Implement ongoing employee training programs in such areas as understanding basic medical terms and procedures, telephone etiquette, CPR, diagnostic and procedural coding, and other areas as needed (e.g., practice mgt system errors, missing tickets, erroneous entry, etc.)
- Monitor and control overtime and employees' absences.

### **Patient and Referring Physician Satisfaction**

- Make recommendations for improving patient satisfaction.
- Monitor and ensure satisfactory appointment scheduling system.
- Monitor and ensure satisfactory recall system.

### **Medical Records**

- Ensure the proper preparation, documentation, storage and distribution of medical records.
- Ensure the confidentiality of medical records.
- Ensure that corporate policies are followed regarding copying and dissemination of medical records.

### **Resource Utilization and Marketing**

- Manage the day-to-day utilization of practice resources to achieve optimal efficiency and effectiveness in all areas, including personnel, facilities, equipment, records, and supplies.
- Arrange for facilities and equipment maintenance and repair as necessary.
- Recommend improvements to enhance business opportunities for the practice.
- Implement marketing strategies as approved by the Practice Administrator.
- Cooperate with credentialing manager to ensure currency of doctors.

### **Committees and Meetings**

- Attend practice committee meetings, as requested. Work with the Practice Administrator with agenda input and disseminating practice policy and operational changes as requested.
- Identify and present periodic reports, findings and recommendations regarding all areas of practice business and operations to Practice Administrator for improvement and action.
- Promote the implementation of organizational decisions and monitor results.

### **Other**

- Maintains a clean, safe, and prepared work area
- Remains in compliance with OSHA/Blood borne Pathogen guidelines
- Remains in compliance with OSHA/Hazardous Communication Standard guidelines
- Keeps management timely informed
- Keeps up-dated on all pertinent information affecting job responsibilities
- Maintains patient confidentiality and HIPAA compliance.
- Performs other duties as requested

Duties and responsibilities may be added, deleted or changed at any time at the discretion of the management, formally or informally, either verbally or in writing.

### **Minimum Education Requirements**

High school diploma or GED required. Completion of courses in medical terminology, CPT/ICD-9 coding, insurance claims processing, accounting, collections, typing, and computer classes highly desirable. Telephone handling, human relations, and courtesy training helpful. An associate or undergraduate degree in business, or a related area is desired.

### **Minimum Background Requirements**

Management experience in medical group practice desired. The applicant must have a working knowledge of Medicare, Medicaid, commercial insurance, and managed care.

### **Minimum Demonstrated Skills**

- Knowledge of business office procedures.

- Knowledge in insurance and billing practices including collection procedures. Knowledge of insurance and managed care.
- Have familiarity with and assertively apply fiscal policies.
- Ability to prepare reports and interpret data.
- Ability to greet patients and answer the telephone in a professional manner.
- Must read, understand, and follow oral and written instructions.
- Ability to sort and file materials correctly by alphabetic or numeric systems.
- Ability to establish and maintain effective working relationships with physicians, patients, employees, and public.
- Maintains a professional image.
- Ability to do detailed and accurate work.
- Utilize time management skills.
- Recognize, evaluate, solve problems, and correct errors.
- Proficiency in directing heavy telephone calls.
- Knowledgeable of physicians and employees in/out office.
- Maintain productivity and work independently.
- Demonstrated excellence in management, leadership and organizational skills.
- Demonstrated excellence in communications skills (written and verbal).
- Demonstrated ability to effectively convey ideas and information.
- Creative idea-generating individual with excellent follow through abilities.
- Demonstrated ability to work cooperatively with others.
- Must be able and willing to achieve goals with tenacity, compassion and a sense of humor.

**Physical Demands:** Requires sitting, data entry, and viewing computer screens for long periods of time; also stooping, bending, and stretching. Occasional moving items. Ability to type 40 wpm, operate a key board, calculator, telephone, copier, fax, and other office equipment as necessary. Possess the ability to respond to telephone/paging contacts.

**Working Conditions:** Works in a fast paced, well lit, comfort controlled medical office. Interaction with physicians, staff, public, etc. may be constant and interruptive. High traffic area in a close work environment. Work may be stressful. Potential exposure to communicable diseases, toxic substances, and other conditions common to a practice environment.

The American with Disabilities Act requires that reasonable accommodations be made for qualified individuals to help perform the required duties and tasks of the position. Please let us know at the time you apply for a position if you will need any special accommodations.

I have read and understand my job description.

\_\_\_\_\_  
(Employee)

\_\_\_\_\_  
(Date)