

## **Business Office Manager**

**Reports To:** Executive Director of Health and Human Services Director

**Supervises:** Billing Clerks, Accounts Receivable Clerks, Custodian

**Salary:** \$25,000 to \$35,000, depending on experience

**Location:** Happy Camp

**Summary:** Shall provide direct supervision to the Billing Clerks, Accounts Receivable Clerks, and Custodian. Shall serve as a member of the ACQI Committee and shall implement organizational wide performance improvement activity and compliance with AAAHC standards. Shall be responsible for the direction of function and procedure that ensures that all claims are billed correctly and followed in a timely manner to ensure prompt resolution of the claims.

### **1) What are your typical job responsibilities?**

Oversee the KTHP billing and accounts receivable departments. File all 3<sup>rd</sup> party and governmental health related reimbursable applications. Work with the health staff to make reimbursement a reality. And make tasks a team effort.

### **2) How do you *really* spend your day?**

Assisting with departmental problems with insurers, dealing with insurers demands for information, filling out forms and applications and answering numerous telephone calls & emails.

### **3) How do you organize your day to ensure you get everything done?**

I make a priority list..dealing with east coast needs first due to the time differential.

### **4) What education/career paths lead you to this position? Were there any life changes that guided your way to this position (ex; closing of the mill, desire not to leave area, family)?**

I have worked in the medical field since age 17, and it rather just evolved. All the way from phlebotomist, VN, respiratory care department, hospital and front office in medical clinic as a coder. I became a coder so my husband & I could continue to live here in HC.

### **5) Uppers; what is the thing that you love most about your job?**

The chase and triumph of getting what the tribe deserves to receive for a job well done. When I find a few moments to do some medical coding, which I really enjoy.

### **6) Downers; what is the thing that you love least about your job?**

The bureaucracy of governmental and insurer's paperwork. And constantly changing regulations and guidelines. Having to speak at meetings or take a lead role, I am too self conscious.

### **7) What inspires, excites, and/or motivates you in your job?**

Teamwork with others, compliments from superiors and the exhilaration of winning an extra payment or two. Being able to do some medical coding, which is my passion.

**8) What does your average work week schedule look like (ex; hours worked, meetings, appointments, traveling, etc.)?**

Out of a 40 hours week approximately 15 hours is spent on applications and reading guidelines; 10 hours on the phone and the rest working with fellow staff members and problem solving.

**9) How do you relieve stress?**

During the work day a short walk to clear my head. After hours gardening, sewing, art or watching TV.

**10) Does your job include a lot of traveling? Do you enjoy it?**

I enjoy trainings because it is nice to hear how others make things work and what I can glean from their techniques. I enjoy peer camaraderie and spending time with people who have my vocational interests. I sometimes wish there was time to sightsee, but usually my trainings are until 5pm and there are not many tourist things to do after that hour and I can be pretty brain weary. But that is not really what I am there for. Not a lot of travel, I only travel a couple of times a year. There are more & more telephone conference meetings and webinars nowadays and this saves travel time & money. But face to face is always the best way.

**11) What advice would you give to someone interested in this line of work?**

Far more education would be better. If I had it to do over again, I would take some business administration classes, definitely some business math/ accounting. Make this transition when I was younger.

**12) What does a typical day in your world look like?**

7am: make calls to companies back East. Answer emails afterward. Answer west coast calls and deal with problems interoffice as well as externally. Make sure all pertinent mail is prepared to go out by 11am. After lunch begin applications, forms and regulation perusal. Work on internal issues. Home.