



500 W. Hospital Road, French Camp, CA 95231 · (209) 468-6000



## ASSISTANT MANAGER OF PATIENT FINANCIAL SERVICES

### THE POSITION

The **Assistant Manager of Patient Financial Services** assists with planning, organizing, coordinating, staffing and directing a wide range of patient billing, collections and other Business Office activities at San Joaquin General Hospital. This key role will have significant responsibility for contributing to the overall success of the revenue cycle for SJGH by assuring that billing, collections and other Business Office activities are performed in an efficient, effective and appropriate manner. The ideal candidate will have extensive supervisory experience in patient accounting with direct hospital Business Office experience supervising and follow-up for Medicare, Medi-Cal and contract insurance.

### SAN JOAQUIN GENERAL HOSPITAL

San Joaquin General is a 196-bed acute care community hospital, established in 1857 with employees who are dedicated to a philosophy of excellence in providing health services, education and professional training in an integrated system that values quality of life, family interaction, and respect for both patients and employees. It provides a full range of inpatient services including General Medical/Surgical Care, High-Risk Obstetrics, Neonatal Intensive Care and an ambulatory care network comprised of 11 satellite provider sites throughout the County.

In addition to providing direct medical services, the hospital is active in providing education for health professionals through post-graduate residency programs in General Surgery, Internal Medicine and Family Practice and has trained over 3,000 physicians since the residency programs were established in 1932. The hospital also participates in clinical affiliation agreements for training programs in a variety of health professions including Pharmacy, Radiology Technologies, and Respiratory Care.



San Joaquin County  
Human Resources Division  
44 N. San Joaquin Street  
Stockton, CA 95202  
(209) 468-3370 - Phone



Recruitment Number: 1115-RM0204-01

San Joaquin County is an Equal Opportunity Employer and is in compliance with the Federal Drug Free Workplace Act of 1988.



# SAN JOAQUIN GENERAL HOSPITAL

## ASSISTANT MANAGER OF PATIENT FINANCIAL SERVICES



### TYPICAL DUTIES

- ◆ Assists with the planning, organization, coordination, staffing and directing of clerical, technical and administrative work of the Business Office; provides appropriate guidance and technical expertise to staff performing various patient billing, credit/collections, and related services; develops workload and productivity standards; assures that Business Office activities are performed in a manner that meets organization needs while maintaining positive customer service and patient satisfaction.
- ◆ Assists to ensure adequate and appropriate Business Office staffing; assists with hiring, and assigns, trains and evaluates subordinate personnel; takes appropriate action on disciplinary matters; verifies and assures staff proficiency; ensures that staff development needs are met and directs training and education activities as required; manages personnel and policy-related issues.
- ◆ Assists in the development and implementation of goals, policies, strategies, and procedures for the effective and efficient management of activities in the Business Office; initiates and implements action plans when changes are needed; coordinates and cooperates with other Health Care Services managers/staff, insurance providers, outside agencies, and others as needed to maximize revenues, cash flow, and billing compliance while minimizing accounts receivable days, bad debts, and write offs.
- ◆ Develops and implements quality control and quality improvement programs for the Business Office and other assigned areas; monitors work in progress as well as completed work to verify accuracy and efficiency; reviews, analyzes and interprets various complex reports and documents to evaluate and improve activities in assigned areas and ensure compliance with federal, state and other regulations.
- ◆ Assures appropriate utilization of information technology and related tools to support assigned operations; participates in the planning, development and testing of new and/or upgraded computerized revenue cycle systems.
- ◆ Resolves patient account discrepancies and negotiates settlements within limits of authority.
- ◆ Performs related duties as assigned.

**Recruitment Number: 1115-RM0204-01**

### COMPENSATION AND BENEFITS

**Annual Base Salary: \$71,739-\$87,235**

(Approx. Monthly Salary: \$5,978- \$7,269)

In addition to the base salary, the County offers an excellent benefit plan which includes a county contribution to health insurance, dental and vision insurance plans. Other benefits offered by the County include:

- ◆ 1937 Retirement Act plan with reciprocity with CALPERS.
- ◆ 125 Flex Spending Benefits Plan.
- ◆ 12 day sick leave annually with unlimited accumulation.
- ◆ 10 days of vacation leave (accruals increase with milestone years of service).
- ◆ 10 holidays per year.

### MINIMUM QUALIFICATIONS

**Education:** Graduation from an accredited four-year college or university with a major in business or public administration, accounting, economics, finance, mathematics, health science, or a closely related field.

**Experience:** Two years of patient accounting supervisory experience in a health care setting within the last five years, including at least one year of direct hospital Business Office experience supervising and follow-up for at least two of the following payers; Medicare, Medi-Cal and contract insurance.

**Substitution:** Additional qualifying supervisory experience within the last seven years may substitute for the education on a year-for-year basis to a maximum of three years.

### APPLICATION SUBMITTAL PROCESS

To apply, a completed application and supplemental questionnaire must be postmarked or received online. **Final filing deadline of December 4, 2015.** Resumes will not be accepted in lieu of an application.

Apply Online Today At: [www.sjgov.org/hr](http://www.sjgov.org/hr)

Or submit your application package to:

**San Joaquin County Human Resources**  
**ATTN: Loretta Chhor**  
**44 N. San Joaquin Street Suite 330**  
**Stockton, CA 95202**  
**Tel: 209.468.3370**

San Joaquin County is an Equal Opportunity Employer and is in compliance with the Federal Drug Free Workplace Act of 1988.



# SAN JOAQUIN GENERAL HOSPITAL

## ASSISTANT MANAGER OF PATIENT FINANCIAL SERVICES



### SUPPLEMENTAL QUESTIONS

Please submit responses to the following questions along with your employment application to the San Joaquin County Human Resources Division. This is an important part of your application package that will allow us to thoroughly assess and evaluate your qualifications for the position of Health Information Administrator.

1) Indicate the highest education level obtained:

- I possess a master's degree from an accredited college or university with major in business or public administration, accounting, economics, finance, mathematics, health science or closely related field.
- I possess a bachelor's degree from an accredited college or university with major in business or public administration, accounting, economics, finance, mathematics, health science, or a closely related field.
- I possess an associate's degree from an accredited college or university with major in business or public administration, accounting, economics, finance, mathematics, health science or a closely related field.
- I do not possess any of the above.

2) If you have not completed a degree program, please indicate the number of units you have completed and the name of the school(s) where the unites were earned.

*This position requires at least two (2) years of patient accounting supervisory experience in a health care setting within the last five (5) years, including at least one year of direct hospital Business Office experience supervising and follow-up for at least two of the following payers: Medicare, Medi-Cal and contract insurance. Please answer the following questions based on this requirement.*

3) Please describe your duties involving direct supervision of patient accounting staff in an acute care hospital Business Office. Include in your answer dates of employment in this capacity, number of staff you supervised, volume of patients, and the name of the acute care hospital you worked for.

4) Please provide a detailed description of your role in following up with Medicare, Medi-Cal and Contract Insurance payers for an acute care hospital. Include in your answer the scope of your follow-up, your knowledge of rules, regulations and/or legislation regarding these payers and if your role included training staff on reimbursement.

5) Please describe your experience in developing and/or implementing quality control improvement programs for an acute care hospital business office.

6) Please describe what financial information systems or programs you have used in a healthcare patient accounting environment. Include in your answer your proficiency in using such programs and whether or not you have trained staff on proper utilization of patient accounting systems.

*"Our community's health and well-being is our highest priority!"*

**Recruitment Number: 1115-RM0204-01**