

UW HEALTH JOB DESCRIPTION

MANAGER FINANCIAL CLEARANCE

Job Code: 441001	FLSA Status: Exempt	Mgt. Approval: R. Klein	Date: Dec. 2023
Department: Rev Cycle – Financial Clearance		HR Approval: A. King	Date: Dec. 2023

JOB SUMMARY

The Manager of Financial Clearance has general oversight of the financial clearance functions for the UW Health enterprise. This individual aids in setting goals, priorities, performance standards, policies, and procedures for the following functions: pre-registration, insurance/benefit verification, referrals, prior authorizations, and any related denials. The Manager ensures that financial clearance is obtained prior to services being rendered, patient experience protocols are followed, and financial clearance is obtained in a timely manner to reduce potential denials. This position has key responsibilities that directly impact reimbursement and the hospital's financial performance. The incumbent must have critical thinking skills and be able to manage difficult decision making that may impact both the patient and the organizations financial experience.

This individual will be involved in departmental and interdepartmental process improvement teams to eliminate waste and improve efficiency. They must be able to manage a large team, while at the same time managing many cross team and cross organizational functions. They will work closely with revenue cycle management to align revenue cycle processes to present a unified patient experience and consistent capture of data. Additionally, the position will work in conjunction with joint ventures, partnerships, and any additional community connect partners to ensure their needs are met. They will continually participate in the redesign of processes and systems to improve service, data integrity, staff productivity/quality, and ensure the highest patient financial experience, while achieving goals, process outcomes and minimizing preventable write-offs. This position requires the ability to independently plan, schedule, organize and respond appropriately on a wide variety of subjects and situations. The incumbent will be expected to be knowledgeable of, and be able to perform, the duties of the supervisor and must have a strong understanding of and the ability to apply the UW Health Way principles and systematic evaluation within 1 year of entering this role

This position represents UW Health and the Revenue Cycle team by adhering and upholding the UW Health Mission, Vision, and Values, and UW Health Service Performance Standards in providing the highest quality service. They will support their co-workers, engage in positive interactions, and provide helpful assistance in anticipating and responding to the needs of our customers.

MAJOR RESPONSIBILITIES

Management and Training

- Manages and develops Financial Clearance Supervisors and staff. Monitors staff engagement and implements ideas for improvements.
- Supports and assists with making hiring decisions to maintain adequate staffing levels in the department.
- Provides timely performance improvement feedback and coaching to include encouraging and commending staff for excellent performance.
- Responds to escalated employee issues/questions/concerns.
- Oversees the development of training materials and ongoing assessments; regularly reviews training materials to include new methodologies and concepts.
- Actively seeks and schedules staff development opportunities, including those outside the department that would be beneficial for staff members to attend. Identifies focus areas for competency assessments; provides training opportunities addresses areas highlighted by these assessments.
- Ensures policies and processes are followed and department standards and expectations relating to the patient experience are achieved and sustained for the financial clearance team.
- Ensures preventable denials are kept to a minimum

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- Works with providers and clinical teams to educate and update them on internal processes, as well as payer requirements
- Ensures responsibility and visible commitment of diversity equity and inclusion strategy, programs, and initiatives through collaboration and implementation of initiatives across the health system.
- Coordinates or implements Single Case Agreements with payers, as requested, or as needed to ensure appropriate payment is agreed upon prior to services being rendered for subset of non-contracted payers.
- Makes recommendations and assists in the selection and implementation of technical solutions for enhancing operational efficiencies.
- Leads, participates in, and organizes meetings or committees to ensure continual problem solving and process improvement.
- Manages multiple priorities and has exceptional problem-solving skills to meet UW Health and department deadlines.
- Translates organizational vision into the departments vision and engages staff in contributing to and achieving that vision.
- Finds ways to continually improve operational efficiency by leveraging available technology/software and maximizing the potential of staff members.

Development and implementation of policies and procedures

- Develops, recommends and implements policies and procedures for the department. Monitors adherence to policies and established procedures. Proposes methods which assure effective execution of program responsibilities.
- Oversees the updating of policy and procedure manuals as required. Apprises staff of changes. Ensures alignment with existing UW Health policies and procedures.

Operational Duties

- Ensures that patient experience and service standards are met. Continuously gathers, monitors, and analyzes departmental and program specific productivity and quality of service statistics.
- Monitors the accuracy of demographic and insurance information obtained by staff for patient registrations and authorizations. Gives input into billing edits to ensure accurate and timely claims submission. Investigates errors, suggests changes and/or implements solutions to encountered problems. Escalates issues to Revenue Cycle leadership when appropriate.
- Keeps abreast of insurance, referral, and billing requirements. Requests system enhancements as needed to facilitate accurate registration and prior authorization and to support financially clearing a patient for services.
- Leads process improvement projects and assist with software implementation, upgrades, enhancements, and usability testing.
- Supports new initiatives as they come up at the organizational level, and works with operational, clinical teams and IT team to implement needed changes to support these initiatives.
- Prepares, maintains, and balances yearly budgets for applicable cost centers. Manages budget over the fiscal year.

All duties and requirements must be performed consistent with the UW Health Service and Performance Standards.

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JOB REQUIREMENTS				
Education	Minimum	Bachelor's degree in business, healthcare administration or a related field. Four (4) years of experience in healthcare revenue cycle operations may be considered lieu of the degree in addition to the experience below		
	Preferred			
Work Experience	Minimum	Five (5) years of experience in a health care setting or three years of related experience in a leadership role.		
	Preferred	Five (5) years of management experience in healthcare revenue cycle operations for a large, complex health care environment, including experience in an academic medical center.		
Licenses & Certifications	Minimum			
	Preferred	Project Management Professional certification.		
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Expert knowledge of Medicare and third-party payer reimbursement preferred. Intensive knowledge in managed care requirements as they relate to hospital reimbursement Excellent verbal and written communication skills. Effective people skills to facilitate work in a team environment and to collaborate with a variety of professionals Meticulous, with a data driven attitude Strong decision making and self-motivation skills Ability to work in a team environment and to collaborate with a variety of professionals. Proficiency in word processing and spreadsheet programs Experience with a hospital-based computer system (preferably Epic) Ability to effectively incorporate the mission and core values into processes and workflows Ability to effectively manage multiple demands, working under moderate to high degree of pressure Excellent organizational skills Ability to maintain and convey a positive attitude and customer service approach to program development. Ability to multitask and problem solve. 		
PHYSICAL REQUIREMENTS				
<p>Indicate the appropriate physical requirements of this job during a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i></p>				
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	<p>Sedentary: Ability to lift to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in performing job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.</p>	Up to 10#	Negligible	Negligible

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<p>Light: Ability to lift to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.</p>	<p>Up to 20#</p>	<p>Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</p>	<p>Negligible or constant push/pull of items of negligible weight</p>
<p>Medium: Ability to lift to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.</p>	<p>20-50#</p>	<p>10-25#</p>	<p>Negligible-10#</p>
<p>Heavy: Ability to lift to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.</p>	<p>50-100#</p>	<p>25-50#</p>	<p>10-20#</p>
<p>Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.</p>	<p>Over 100#</p>	<p>Over 50#</p>	<p>Over 20#</p>
<p>Other - list any other physical requirements or bona fide occupational qualifications not indicated above:</p>			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.