

Billing Coordinator / Systems Administrator Tompkins County

Department: Health and Mental Health Departments
Classification: Competitive
Labor Grade: White Collar Grade 16
Approved: Position Conversion 03-19-2018
By: RP, Commissioner of Human Resources
BBP Risk Factor: No Risk

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's degree **AND** three years of full time paid (or the equivalent part-time and/or volunteer) experience in office management and senior level billing or electronic health record management in a healthcare related field; **OR**
- (b) Graduation from a regionally accredited or New York State college or university with an Associate's degree **AND** five years of full time paid (or the equivalent part-time and/or volunteer) experience in office management and senior level billing or electronic health record management in a healthcare related field; **OR**
- (c) Graduation from high school or possession of a high school equivalency diploma **AND** seven years of full time paid (or the equivalent part-time and/or volunteer) experience in office management and senior level billing or electronic health record management in a healthcare related field; **OR**
- (d) Any combination of training and experience equal to or greater than that described in a, b, and c above;

NOTE: A degree in Healthcare Management, Health Information Management, Business Administration, or Business Management is preferred but not required.

Tompkins County Government centers diversity, equity, and inclusion. We are committed to the empowerment of employees and residents to dismantle systemic barriers that inhibit inclusive governance and the provision of government services to all. Guided by our values of Respect, Accountability, Integrity, Equity, and Stewardship, we strive to build a workplace and community rooted in trust, belonging, and opportunity for all.

Learn more about our [Strategic Plan](#) and [Institutionalizing Equity Report](#), which embed equity across our operations.

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for the management of the medical billing for the physical and behavioral health services of the Whole Health Department, including investigation and evaluation of policies, procedures, workflows, and program efficiencies in the face of a diverse set of ever-changing regulations. The incumbent performs structured system administration duties as related to the maintenance and configuration of the primary electronic health record system and is responsible for supervising medical claims management and for data management, database tool development and analytical reporting. In addition to internal databases, the incumbent oversees the creation and maintenance of databases that community agencies utilize to improve services for shared clients. The incumbent is responsible for overseeing day-to-day management of office duties and supervising assigned billing and administrative staff which may be across many units within the department. This position reports directly to the Fiscal Administrator of Whole Health and involves a high level of autonomy and independent judgment is exercised daily in performing the work of this position. The incumbent acts as a liaison with a variety of other divisions, departments and agencies and will report data both internally and externally. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Electronic Health Record (EHR) Administrator

- Manage the implementation, customization, and optimization of EHR systems at both Whole Health locations and in the field.
- Ensure EHR systems comply with regulatory requirements and healthcare industry standards for multiple licensed and unlicensed programs.
- Train staff on EHR usage, troubleshoot issues, and provide ongoing support at dual locations.
- Proactively collaborate with IT and clinical teams to enhance EHR functionality and integration, anticipating needs while improving the user experience.

- Revenue Cycle Management:

- Oversee the revenue cycle process from patient registration to final payment for multiple programs that serve thousands of clients throughout the entire community.
- Monitor billing and coding processes of all programs to ensure accuracy and compliance with coding guidelines.
- Maintain knowledge of the latest billing practices and regulatory standards to optimize financial processes and minimize risk.
- Develop and implement strategies to optimize revenue cycle performance and minimize denials for tens of thousands of claims.
- Analyze revenue cycle performance metrics and implement strategies for improvement.
- Develop and maintain policies and procedures related to revenue cycle management, for all programs.

- Billing Supervision:

- Supervise the billing teams for three functional units, that provide direct care in seven different programs and provide leadership in billing operations.
- Supervise billing projects in several additional functional units across the department.
- Review and approve billing submissions, claims processing, and reimbursement activities for all programs.
- Resolve complex billing issues and denials promptly and effectively.
- Conduct regular audits and develop reports to ensure billing accuracy and compliance with payer requirements.
- Facilitate staff development through mentorship, coaching, and tailored training initiatives to enhance team performance and career growth.

- Budget Management and Data Reporting

- Manage departmental budgets and financial resources effectively, ensuring alignment with organizational goals.
- Prepare and analyze revenue cycle performance metrics, financial reports, and data trends.
- Provide actionable insights and recommendations based on data analysis to drive operational improvements.
- Collaborate with finance and Senior Leadership to forecast revenue, identify cost-saving opportunities, and support strategic decision-making.

- Other:

- Responsible for IT management such as inventory tracking, ordering equipment, requesting repairs, assisting IT with resolving information systems issues, and assessing future needs of a department or agency.

KNOWLEDGE SKILLS AND PERSONAL CHARACTERISTICS:

- Possess strong leadership and supervisory skills across diverse teams with varying responsibilities.
- Considerable precision, manual dexterity, skill, and experience with information systems and computer operations, including database, spreadsheet, reporting and word processing applications.
- Strong knowledge and experience required for diverse program and data development, investigating, and reporting.
- Thorough knowledge of current business administration and fiscal procedures, practices, terminology, revenue cycle management, and techniques.
- Skilled in analyzing, preparing, formatting, and presenting complex statistical reports, with the foresight to drive actionable changes based on data insights.
- Ability to establish a unified data management strategy and interpreting diverse data sets in an integrated manner.
- Thorough knowledge of health care financial matters including insurance and related reimbursement systems.
- Strong ability to define priorities, establish good teamwork, and evaluate the work of others.
- Ability to write billing policies and procedures
- Ability to prepare and present ideas clearly and concisely, both orally and in writing.
- Ability to establish and maintain cooperative relations with the public and other governmental and private agencies.
- Good judgment in solving complex problems.
- Ability to understand and carry out complex verbal and written instructions.
- Thorough knowledge of office terminology, procedures and equipment.

PHYSICAL, MENTAL, AND ENVIRONMENTAL DEMANDS: The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made when needed to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to keyboard, manipulate complex electronic tools, or controls. The employee must occasionally lift and/or move up to 10 pounds. Due to extensive computer usage, the job requires considerable visual effort. Psychological demands are considerable for this position due to tight deadlines and competing priorities. High interpersonal skills are necessary to create connections, obtain buy-in, understand difficult issues, facilitate improvements, cooperate with contract agencies, municipalities and across the organization. Internal contacts will be with department heads, deputies, unit heads, and administrative staff across Tompkins County departments and divisions of Whole Health and will require professional collaboration on overlapping projects. External contacts are with external vendors, contracted insurance providers, state regulators, partner organizations, financial institutions, and other county contacts and involve the development and administration of computer-based systems that are required for the successful implementation of programs. Contact with clients and their families is necessary to fulfill work objectives. Work requires minimal physical effort, and the work environment provides minimal exposure to risk or disagreeable conditions.

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