NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 27
Fiscal Year: 2015/2016
Posted Date: 09/11/2015
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

<table>
<thead>
<tr>
<th>Item #</th>
<th>Job Code</th>
<th>Title</th>
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<tr>
<td>1</td>
<td>1663</td>
<td>Patient Accounts Supervisor</td>
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<tr>
<td>2</td>
<td>1664</td>
<td>Patient Accounts Manager</td>
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Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

For additional information regarding this proposed classification action, please contact Rich David, Senior Classification and Compensation Analyst, at (415) 557-4965 or by email at Rich.David@sfgov.org.


cc: All Employee Organizations
    All Departmental Personnel Officers
    DHR – Class and Comp Unit
    DHR – Client Services Unit
    DHR – Employee Relations Unit
    DHR – Recruitment and Assessment Unit
    DHR – Client Services Support Services
    Micki Callahan, DHR
    Michael Brown, CSC
    Sandra Eng, CSC
    Maria Newport, SFERS
    Risa Sandler, Controller/Budget Division
    Devin Macaulay, Controller/ Budget Division
    Theresa Kao, Controller/ Budget Division
    Drew Murrell, Controller/ Budget Division
    Alex Koskinen, Controller/ Budget Division
    E-File
INTRODUCTION

Under direction, assigns, supervises and reviews the work of staff engaged in the billing, claims processing, and collections and/or posting of reimbursements and payments of services rendered by the Department of Public Health of the City and County of San Francisco and performs related duties as required.

DISTINGUISHING FEATURES

This classification is basically responsible for the everyday supervision of a billing, collections, claims processing, or a cash posting unit in a large billing department or over a unit performing both functions in a small billing department. It differs from the classification of 1662 Patient Accounts Assistant Supervisor in that a 1662 is responsible for supervising a unit within the billing or collection sections whereas the 1663 Patient Accounts Supervisor is responsible for supervising the entire billing or collection sections of a large billing department. Patient Accounts Clerk in that the Patient Accounts Clerk is not responsible for supervising other employees. This classification also differs from classification 1664 Patient Accounts Manager in that the Patient Accounts Manager is responsible for the day-to-day administration over the entire billing and collections department of a large medical facility.

SUPERVISION EXERCISED

Directs and supervises personnel assigned to the Patient Accounts Department.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Assigns, supervises and reviews the work of subordinate personnel engaged in the processing of healthcare medical claims and/or the collection of patient accounts including handling patient complaints regarding billing; interprets, implements, and enforces policies and procedures related to billing, collections and cash posting, which may include MediCare, Medi-Cal and Short-Doyle other state and federal payer regulations.

2. Coordinates procedures with other divisions within the Department of Public Health, and with other City and County departments and contractor agencies, including the Bureau of Delinquent Revenue of the Tax Collector’s Office; refers accounts to and furnishes the Bureau of Delinquent Revenue with information regarding delinquent accounts; supervises the processing of bills necessary to comply with subpoenas and the obtaining of assignment of benefits for patients so insured; corresponds with attorneys in connection with the payment of bills.

3. Maintains and reviews records and reports such as audit trails for federal and state auditors, California Hospital Facilities Commission reports, monthly reports of accounts receivable, cost reports and other financial records.
Title: Patient Accounts Supervisor  
Job Code: 1663

4. Establishes audit and control procedures as a part of a data collection system for service charges; works with systems analysts in order to correct any detailed problems in individual cases within the Electronic Data Processing system.

5. Performs other duties such as: assisting the Patient Accounts Manager as required; attending meetings and seminars in order to keep informed of changes in billing regulations, collection procedures and Utilization Review guidelines; handles complaints from patients regarding bills.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Requires Knowledge of: MedicCare, and Medi-Cal, health insurance plans, and other state and federal regulations concerning reimbursement at the level of training subordinates in this area; the basic principles of accounts receivable, accounts payable, adjustment posting; familiarity with the basic principles of Electronic Data Processing, HIPAA transactions and code sets.

Requires Ability and Skill to: make proper interpretations of MedicCare, and Medi-Cal, health insurance plans and other state and federal regulations concerning reimbursement; plan, review and supervise the work of subordinates engaged in health care billing and collections; adapt the basic principles of Electronic Data Processing to the volume and variety of data in a large facility; work effectively with a wide variety of individuals and groups, and use effective written and oral communication.

Requires sufficient skill in: operating a ten key adding machine and computer operating systems cathode ray terminal to train others. Skill in identifying pertinent legal references in order to interpret legal procedures involved in the collection of present liens on file will be acquired on the job.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Experience:

1. Requires at least Four (4) two years of clerical experience processing claims and collecting funds for reimbursement from billing, claims processing and/or collecting medical or healthcare service reimbursements from MedicCare, Medi-Cal and other third-party payers, and individual payers in
Title: Patient Accounts Supervisor  
Job Code: 1663

License and Certification:

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 1664 Patient Accounts Manager
From: 1637 Patient Accounts Clerk 1662 Patient Accounts Assistant Supervisor

ORIGINATION DATE: Oct. 2 1979
AMENDED DATE: September xx, 2015
REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN; SFMTA
Title: PATIENT ACCOUNT MANAGER
Job Code: 1664

INTRODUCTION

Under general direction, administers the activities of the billing, collections, claims, and/or collections unit within Department of a large health care agency of the City and County of San Francisco, and performs related duties as required.

DISTINGUISHING FEATURES

Positions in this class are either head of or oversee a small Patient Accounts or Billing Unit, a Health Plan Claims Unit, or other specialized and complex section within an agency’s Department or responsible for a unit at the SFGH Patient Accounts Department. It is distinguished from that of the 1663 Patient Accounts Supervisor in that the latter is only responsible for the immediate supervision of a unit within the Billing, collections, claims processing and/or cash posting, and/or Collections unit in a billing department or a specialty health services program. Additionally, the 1664 Patient Accounts Manager is responsible for requesting EDP program modifications in the Electronic Health Record (EHRS) system to meet hospital, health plan or agency needs, whereas the 1663 Patient Accounts Supervisor is responsible for the actual details of the Electronic Data Processing system as they pertain to individual cases.

This classification also differs from 1665 Director of Patient Accounts in that the latter is utilized to direct the Patient Accounts Department at San Francisco General Hospital.

SUPERVISION EXERCISED

Directs and supervises personnel assigned to the Patient Accounts Department.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Through subordinate supervisory personnel, administers the staff and activities within the Billing, Collections, Claims, and/or Collections department; coordinates activities of the various units, including patient accounts billing, claims processing, payment collections, data entry and control; maximizes staff productivity by assigning duties, making recommendations concerning employee status and planning and implementing the staff development program.

2. Develops, interprets, coordinates and enforces policies, methods and procedures; conducts staff meetings for the purpose of evaluating and disseminating information about departmental policies and procedures; establishes liaisons with other government and non-government department/organizations.

3. Performs various administrative duties such as preparing input for the annual budget request, investigating complaints about services, attending meetings to exchange
information and for planning, developing policies and procedures.

44. Reviews computer-produced reports, daily statistical data, census reports and accounts receivable records; prepares monthly revenue analysis of charges made by each department providing medical services.

55. Administers the transfer of delinquent accounts to the Bureau of Delinquent Revenue of the Tax Collector's Office; confers with attorneys, title insurance companies and real estate firms concerning the release of existing liens against patients; property in order to settle unpaid accounts; testifies in court as to the status of patient's bills when legal claims have been filed.

66. Coordinates electronic data processing, billing and collections and data submitted by departments providing medical and specialty behavioral health services; administers the collecting, editing, transmission and controls over data required for computer processing of itemized bills.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Thorough knowledge of: complex federal Medicare, state Medi-Cal and private insurance regulations applicable to hospital specialty healthcare services billing; sequential billing priorities based upon a patient's type of coverage or healthcare benefits; procedures for collecting payments on delinquent accounts; the basic principles of accounts receivable, including posting payments and adjustments to accounts and reconciling receipts and payments. Requires knowledge of: HIPPA transactions and code sets, CMS 1500 claims, electronic data processing methods, principles and procedures; the operation and use of a complex variable task computer system; appropriate formats for submission of data to the EDP or other Units/Agencies.

Ability and skill to: plan, formulate, develop and execute policies for the Billing, Claims and/or Collections Department of a medical facility or healthcare agency; supervise and coordinate the activities of a large group of employees; understand and apply methods and procedures appropriate to the field of health care billing and collections; communicating tactfully, courteously and effectively with a variety of people to explain complex policies and resolve complaints; writing and preparing correspondence, reports and financial records; use of a ten key adding machine and computer operating systems and business software applications to train others in their use.

Skill in: communicating tactfully, courteously and effectively with a variety of people to explain complex policies and resolve complaints; writing and preparing correspondence, reports and financial records; use of a ten key adding machine and computer operating systems and business software applications to train others in their use.

Requires sufficient skill in the use of a ten key adding machine and cathode-ray terminal computer operating systems and business software applications to train others in their use of this equipment.
MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Experience:

1. Five (5) years’ experience billing, claims processing, and/or collecting healthcare fees or medical claims from Medi-Cal, Medicare, insurance, third party payers, and individual payers in an acute care facility, a hospital consulting firm, a large insurance company, hospital collection agency, healthcare agency or a skilled nursing facility of which three (3) years must be in a supervising capacity (supervising clerical and/or technical staff). Qualifying supervisory experience must be obtained within the last six (6) years.

Three years of experience supervising staff in an automated billing and accounts receivable system, responsible for the billing of patient accounts and/or collection of claims for reimbursement of medical services in an acute care facility or large skilled nursing facility with an acute care unit.

License and Certification:

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

From: 1663 Patient Accounts Supervisor

To:

ORIGINATION DATE: Jan. 22 1990

AMENDED DATE: September, xx, 2015

REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN, SFMTA