JOB DESCRIPTION

Title: Practice Manager

Reports To: Executive Director

Creation Date: November 17, 2014

Status: Exempt

Approved By: Janet Burton, Executive Director
Personnel Committee

POSITION SUMMARY:
Responsible for management and oversight of all business operations based on a Patient-Centered Medical Home (PCMH) model. Provides leadership and direction to administrative and office support staff.

RESPONSIBILITIES:
- Ensures all business operations are functioning in the most efficient and effective manner possible.
- Manages the Practice Budget; has oversight of Accounts Payables; manages Cash Flow; and creates and maintains productive working relationships and synergies with Outsourced Vendors who provide services for the Practice, such as payroll, accounting, billing, benefits, medical/office supplies, etc.
- Manages provider relationships with the Medicaid managed care companies, ensuring that the clinic's charges are entered correctly into the electronic billing system in alignment with Medicaid allowable charges, and ensuring current and timely credentialing.
- Researches new technologies and tools, recommending improvements to existing processes, and supports the ongoing improvement of the organization's billing, accounting, and employee benefit resources.
- Ensures timely and accurate problem resolution between the organization and its patients, payor sources, vendors, contractors and other business-related entities.
- Manages outsourced biller to ensure transparency and accuracy.
- Develops and maintains data management procedures and defines standard protocols and required for reporting and data definitions.
- Designs and documents workflows for receiving, processing or tracking data. Revises workflows to increase productivity and/or resolve omissions or inconsistencies in data.
- Ensures system safeguards are in place to protect patient data and preventive measures are taken to obstruct violations of HIPAA.
• Writes work instruction manuals, data capture guidelines or standard operating procedures.
• Trains staff on technical procedures or software program usage.
• Create and manage staff and provider schedules to meet the needs of the clinic.
• Project manages PCMH recertification and ensures all clinic operations are maintained to meet requirements.
• Serves as member of QI Committee.
• Maintains and ensures consistent usage of eCW:
  o Report customization
  o Trouble-shooting – creating tickets, working with eCW to correct
  o Super-use
• Completes Meaningful Use reporting and monitoring
• Prepares and analyzes various administrative and clinical reports, utilizing various software programs:
  o eCW
    ▪ Monthly/quarterly/yearly reports
    ▪ QI reports
    ▪ Ad hoc report creation
    ▪ Adding/removing Providers
  o QuickBooks ad hoc reports

**REQUIREMENTS:**

**Education:**
• Bachelors degree or equivalent
• Masters degree preferred

**Experience:**
• Demonstrated success as a healthcare administrator or practice manager
• Three years experience with database management and reporting, preferably with an electronic health record system (i.e. eClinical Works)
• Outstanding critical thinking, executive maturity and judgment with the ability to effectively work with all levels of the organization
• Excellent written and oral communication and customer service skills
• Excellent organizational skills and ability to prioritize
• Demonstrated analytical and reporting skills and aptitude for solving problems and creating timely solutions
• Ability to work effectively and efficiently in a fast-paced, dynamic environment with frequent interruptions and multiple priorities
• Ability to interpret documents such as safety rules; federal healthcare setting requirement; operating and maintenance instructions; and procedure manuals
• Significant usage and proven expertise in computer software applications such as MS Office

**Physical:**
• Frequently alternating between sitting, standing, or walking throughout the workday
• Visual and auditory acuity for frequent use of computer, telephone, and use of other office equipment