



**EMPLOYMENT OPPORTUNITY
DEADLINE EXTENDED**

CLASS: 1663 TITLE: PATIENT ACCOUNTS SUPERVISOR
(rdr2)

SALARY: \$2,449 - \$2,977 Biweekly

DEADLINE: November 13, 2009

POSTED: September 18, 2009

JOB DESCRIPTION:

San Francisco General Hospital's **Patient Financial Services** is accepting applications for **one (1) full-time** position in class 1663 Patient Accounts Supervisor. **SHIFT:** Monday – Friday, 8:00 a.m. – 5:00 p.m.

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker related training as assigned, and to return to work as ordered in the event of an emergency.

Appointment Type: Permanent and Provisional applicants encouraged to apply. Provisional applicants must participate in a Civil Service examination for this job classification to become permanent.

ESSENTIAL DUTIES:

Under general direction, the Patient Accounts Supervisor is responsible for the day-to-day supervision of a billing and collection unit in a large facility within the Department of Public Health. The essential job functions include the following:

- Coordinating billing and collection procedures with other City/County departments and divisions;
- Assigning, supervising and reviewing work of subordinate personnel;
- Interpreting, implementing and enforcing policies and procedures related to billing and collections;
- Referring delinquent accounts to appropriate agencies/authorities;
- Maintaining communication with collection agencies;
- Composing correspondence to related professional fields;
- Maintaining billing records and reports;
- Operating and monitoring a billing information system;
- Providing assistance in resolving patient complaints;
- Performing other related duties as assigned/required.

MINIMUM QUALIFICATIONS:

1. Two (2) years of verifiable experience billing and/or collecting medical claims from MediCal, Medicaid, MediCare, third party payors and individual payors in an acute care hospital, skilled nursing facility, a hospital consulting firm or a hospital collection agency within the last three (3) years; **AND**
2. Two (2) years of experience supervising five (5) or more clerical and/or technical office staff (experience may be included in Minimum Qualification #1).

CONTINUED

Verification/Waiver: Verification of qualifying experience, education, and/or training is required at the time of filing. Candidates unable to do so may submit a letter requesting a waiver of this requirement indicating the reason(s) verification cannot be obtained. Failure to submit verification or request for waiver will result in application rejection.

DESIRED QUALIFICATION(S):

- Two (2) years experience utilizing a computerized billing system (financial spreadsheet and word processing)
- Hospital Supervisory experience with All Payor Billing (Medicare, Medi-Cal, Commercial) and Insurance Follow-up / Collections.
- Strong knowledge of (HCFA) Medicare, MediCal and Commercial regulations regarding Billing and Insurance reimbursement
- Experience supervising a minimum of ten (10) FTEs in a healthcare accounts receivable setting
- Working experience with computerized systems such as: Invision, HDS, DSG, IVANS, Cal-Med

APPLICATION PROCEDURE:

Interested individuals must submit a resume and [City and County of San Francisco \(CCSF\) employment application](#) to **Patient Accounting Manager, San Francisco General Hospital, 1001 Potrero Avenue, Building 10, Ward 14, Room 1405, San Francisco, CA 94110 by November 13, 2009.** CCSF employment applications may be obtained from DPH Human Resources Services, 101 Grove Street, Room 210, SFGH Human Resource Services, 2789 – 25th Street, LHH Human Resource Services, 375 Laguna Honda Boulevard, or from the web site identified below. Applicants with disabilities requiring reasonable accommodation during the interview process may contact the person/department listed. www.sfdph.org

**PLEASE NOTE: APPLICANTS MEETING THE MINIMUM QUALIFICATIONS
ARE NOT GUARANTEED AN INTERVIEW**

*The Department of Public Health is an Equal Opportunity Employer
Women, Minorities, and Persons with Disabilities are encouraged to apply*