

Revenue Cycle Management Administrator (GMHA)

NATURE OF WORK IN THIS CLASS:

Administers the Revenue Cycle Management (RCM) departments within the Fiscal Services Division at Guam Memorial Hospital Authority (GMHA). This is complex managerial work responsible for the development, application and management of efficient healthcare revenue cycle processes and revenue generation hospital-wide.

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Orchestrates the development, execution and measurement of all RCM strategies and programs that will aid in achieving financial viability.

Analyzes RCM trends to identify opportunities and threats. Conducts routine analysis to identify gaps and correct components in relation to maximizing cash flow and reimbursement for claims billed to support GMHA operations.

Establishes policies and procedures for the RCM departments in collaboration with the Fiscal Services leadership team.

Leads, communicates and coordinates with all RCM staff to ensure established strategic goals and department objectives are met. Provides effective training and direction to staff regarding streamlining RCM processing in compliance with revenue cycle and regulatory requirements, accrediting bodies, Health Insurance Portability and Accountability Act (HIPAA), Centers for Medicare and Medicaid Services (CMS) standards and other governing requirements.

Collaborates effectively with GMHA leadership, GMHA Information and Communication Technology Department, hospital staff and other related personnel. Cultivates and maintains relationships with external parties including third party payers, vendors, insurance carriers and other related parties.

Maintains knowledge of revenue cycle and regulatory requirements associated with governmental, managed care and commercial payers to optimize reimbursement, accounts receivable and net revenue.

Submits comprehensive reports and correspondence concerning data, research and other related activities.

Performs related work as assigned.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of healthcare revenue cycle management key performance indicators and best practices.

Knowledge of Health Maintenance Organization, Medicare, Medicaid and other governing requirements and regulations relevant to healthcare RCM.

Knowledge of trends and current developments that will contribute to and support the success of healthcare RCM.

Knowledge of RCM systems, applications and methodologies that will aid in efficient healthcare revenue cycle processes.

Ability to interpret and apply pertinent laws, rules, regulations and program guidelines to make sound management decisions.

Ability to direct and perform administrative, consultative and managerial functions towards a medium to large team within a hospital setting.

Ability to compile, analyze and interpret complex data to support informed decision making to achieve targeted objectives.

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Ability to establish and maintain effective working relationships with internal and external personnel.

Ability to communicate effectively, both orally and in writing.

MINIMUM EXPERIENCE AND TRAINING:

Two (2) years of managerial experience in a healthcare environment and

A. Master's degree in Accounting, Business Administration, Health Administration or related field from a recognized educational institution and two (2) years of professional Revenue Cycle Management experience; **or**

B. Bachelor's degree in Accounting, Business Administration, Health Administration or related field from a recognized educational institution and three (3) years of professional Revenue Cycle Management experience.

ESTABLISHED: January 29, 2025

PAY GRADE/PLAN: R (GPP)

HAY EVALUATION

| | | |
|----------------|-----------|------------|
| KNOW HOW | E+ II 3 | 350 |
| POBLEM SOLVING | E 4 (43%) | 152 |
| ACCOUNTABILITY | E 4 C | 200 |
| TOAL POINTS | | <u>702</u> |



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