

**NORTHERN CHEYENNE TRIBE  
TRIBAL BOARD OF HEALTH**

**POSITION:** Director of Revenue Enhancement  
**DEPARTMENT:** Northern Cheyenne Board of Health, Business Office  
**ACCOUNTABLE TO:** Tribal Health Administrator  
**CLASSIFICATION:** Regular Full-time

**OPENING DATE: May 4, 2022**

**CLOSING DATE: May 18, 2022 @ 4pm**

**How To Apply:** Submit a completed application, **RESUME** (3) current (within 1 year) letters of recommendations (one must be past/present employer, Tribal certification or Tribal I.D. (if claiming Tribal preference) a DD214 (if claiming Veteran's preference) and college transcripts, (if claiming college education) to: Northern Cheyenne Tribe, attn. Human Resources Office, P.O. Box 128, Little Wolf Capitol Building, Lame Deer, Mt. 59043

**Submit the required documents to the Human Resources Office located at the Little Wolf Capitol Building at the Security Desk, or mail to the Northern Cheyenne Human Resources Department at P.O. Box 128, Lame Deer, Montana 59043, or you can call (406) 477-4825 to email or fax.**

**ONLY COMPLETE APPLICATIONS WILL BE CONSIDERED  
(applicant will be notified of any missing documents)**

**Summary of Work:** Responsible for the development, planning, organization and implementation of current and future strategies to maximize revenue streams for the Northern Cheyenne Tribal Board of Health.

**Job Characteristics**

**Nature of Work:** Will stay abreast of current health care trends and regulations to identify opportunities to develop programs in collaboration with clinic services to maximize revenue. Monitor all functions related to the revenue cycle from point of entry to claim adjudication and perform audits to ensure appropriate course of actions for future revenue enhancement. Development of policies, procedure, and training as it pertains to revenue cycle enhancement. And can identify, advocate for and capitalize on opportunities to enhance revenue for the health care system.

**Personal Contacts:** Will work directly with clinicians and administrators of IHS and Tribal health, Tribal Administration, community members, State and Federal health care organizations and payer sources.

**Supervision Received:** General supervision by the Tribal Health Administrator. Follow written policies and procedures and State/Federal regulations and guidelines.

**Supervision Exercised:** Supervision of the Revenue Enhancement Department operations and staff.

## **Essential Functions, Areas of Job Accountability & General Management**

### **Planning**

- Develops strategic plans and programs for the Revenue Cycle team and ensure that goals and objectives of the team are properly defined and clearly established.
- Develop policies, guidelines, and implementing procedures to ensure system-wide implementation.
- Develop budgetary plans, programs, and guidelines to ensure the team's strict adherence with financial guidelines and requirements.
- Ensures that operating expenses are within the prescribed limits of budget plans and fiscal guidelines.
- Provides projections and reports as required, for development and management of budget; produce and analyze monthly reports that assist in the monthly forecast process.
- Monitors timeliness and effectiveness of department activities, ensuring that outstanding patient accounts and accounts receivables are no more than the agreed upon limit and that bad debt is within budgeted target.
- Monitors effectiveness of collection efforts and maintains insurance billing parameter are within the established time frame specified in the department policy.
- Compiles and prepares various status reports for management to analyze trends and make recommendations.
- Enhance and standardize work-flow processes throughout the revenue cycle to assist in achieving consistency in maintaining the critical success factors outlined by standard operating procedures.

### **Organizing**

- Designs and develops the appropriate organizational structure for the Revenue Enhancement team.
- Delineates, defines, and streamlines various revenue function activities, thereby ensuring its effectiveness in maximizing the utilization of both asset and people resources.
- Organizing the EHR's and Billing Packages for all health-related billable programs.
- Ability to increase revenue in all departments by looking at reports, certifications, licensures, etc., and be able to detect the downfall in revenue per department.
- Ability to research and install quality EHR's and billable dependent upon program or be able to find one that will work for all the health departments.

- Ability to communicate with State and Federal Health Programs.

### **Leading**

Performs selection and staffing functions such as:

- In collaboration with Human Resources Department, conducts in-depth assessment interviews to determine the technical and behavioral competencies of the candidate to ensure that the best from among the candidates are being hired in the Northern Cheyenne Tribal Revenue Enhancement department.

- Adheres to, and implements the philosophy of "hiring the best fit "and ensures that prospective employees' personal values are aligned with Northern Cheyenne Tribal Board of Health values and goals

Conducts regular and periodic meetings with the team, to ensure the following:

- Implementation of all Revenue Cycle team plans, programs, and projects that strictly adhere to prescribed deadlines and schedules.

- All communications and relevant information pertaining to the team are cascaded to the proper channels within the team, and the Northern Cheyenne Tribal Board of Health in general.

Conducts and implements "Performance Improvement Program", through the following:

- Performance coaching for the staff who failed to perform and deliver the prescribed and committed level of performance output and standards.
- Performance counseling staff with behavioral/attitudinal problems. Implements the necessary guidelines on discipline management for erring employees, in accordance with Tribal Health department policies, rules and regulations, due process, and government regulations.
- Performance mentoring for high potential staff, capable of assuming bigger responsibilities in the future.

- Performs training and development functions

- Designs and develops training programs that are relevant and necessary for the continuous development of the technical competencies of the team.

- Recommends and implements appropriate training programs that will further enhance and hone the technical competencies of the staff.

- Conducts training programs and acts as subject matter expert on training programs pertaining to the Revenue Enhancement team.

### **Controlling**

- Develops and formulates performance measures and standards for the team, as basis for the conduct of annual performance management review program.

- Reviews and evaluates the performance of the team, on regular and periodic basis, and ensures that the overall performance of the team is on track, and well within the preestablished goals and objectives.

- Consolidates performance status reports of the team as basis for monitoring the weekly progress of the various activities within the team.

### **Patient Services Functions**

- Manages and oversees the patient services and billing staff in handling patient relations.
- Handles complex patients' complaints and issues by explaining policies and guidelines as well as those involving compliance issues with state and federal regulations.
- Develops, plans, and programs in conjunction with leaders to monitor patient relations thru the conduct of regular patient satisfaction surveys.
- Ability to actively train all programs for Revenue Enhancement. Must know the Revenue Enhancement cycle and report every week with charts, accounts receivable, coding and billing reports.
- Must be able to report to the board for all departments concerning all revenue.

### **Records State and Federal Regulations Management**

- Ensures that HIPAA Notice of Privacy Practices is on display, if applicable.
- Ensures that records are stored securely and handled in compliance with HIPAA privacy and security regulations.
- Implements state and federal regulations on clinic records management.
- Arranges for HIPAA, OSHA and risk seminars in conjunction with Human Resources. Job

### **Requirements:**

1. Bachelor's Degree in Health Care Administration, Business or other related field, or equivalent experience required.
2. Minimum of 5 years' experience in health care management such as but not limited to clinic management, patient management, accounts receivables and payables, and marketing and public relations.
3. Experience with different types of EHR's.
4. Must have a strong background with CMS and ability to do Medicare and private pay billing applications.
5. Experience with Accounts Receivable, Billing and Coding.
6. Ability to set billable programs up in EHR's and Billings packages.
7. Strong background in financial management and knowledgeable of federal and state laws and requirements relating to healthcare management.
8. Strong managerial competencies in the areas of leadership and team development, managerial coaching and mentoring and situational assessment skills and with a proven track record in building and developing high performing teams.
9. A change agent and capable of guiding the organization in initiating various change management initiatives with the view of leading and guiding the organization towards the future.

10. Strong managerial acumen in setting corporate directions and aligning strategic goals around business plans.
11. Superior judgment, negotiation, and decision-making skills. Strong ethics and a high level of personal and professional integrity.
12. Strong analytical skills and adept in interpreting strategic vision into an operational model.
13. An effective communicator at all levels in the organization, with strong oral, written, and persuasive skills.

*\*Cover Letter noting education and experience highly recommended*