

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. DEPTMGR2E32N

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency MDHHS-KALAMAZOO PSYCHIATRIC HS
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) State Hospitals Administration
4. Civil Service Position Code Description Departmental Manager-2	10. Division Administration
5. Working Title (What the agency calls the position) Departmental Supervisor - Reimbursement	11. Section Business Office
6. Name and Position Code Description of Direct Supervisor NORRIS, GORDON; ADMINISTRATIVE MANAGER-4	12. Unit Reimbursements / Billing
7. Name and Position Code Description of Second Level Supervisor BETTISON, LANCE B; SENIOR EXEC HOSPITAL DIRECTOR	13. Work Location (City and Address)/Hours of Work 1312 Oakland Drive, Kalamazoo, MI 49008 / 7:00 AM to 3:30 PM

14. General Summary of Function/Purpose of Position

Responsible for determination of ability to pay for all patients under the Michigan Mental Health Code.

Coordinate and monitor services billed to patients and cash posting of service generated revenue to first party accounts.

Manage and coordinate daily Accounting operations.

Oversee daily mail room operations.

Ensure patients medical claims are processed accurately and timely.

Operational oversight of the Patient Trust Fund accounts.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 40

Review and approve all Financial Liability Determinations to ensure financial liability is prepared in accordance with the Michigan Health Code, Rules, Policies, and Procedures.

Prepare Financial Liability Determinations when necessary.

Review services entered in AVATAR to ensure accurate billing of services to patients.

Review first party accounts to ensure payments and refunds are accurately posted to patient first party accounts.

Post payments to clients' accounts when necessary.

Review KPH patient's insurance status and assure they are enrolled in all insurances that they are eligible for and applicable to their services received.

Individual tasks related to the duty:

- Assign, coordinate and outline work methods through direct supervision.
- Implement Mental Health Code, Administrative Rules and departmental policies as related to determination of ability to pay for inpatient mental health services.
- Develop procedures for obtaining information and required documentation for financial liability.
- Develop processes to ensure payments and refunds are posted accurately.
- Review all accounts and explain/correct any inconsistencies.
- Advise all liable parties of their determined liability and corresponding rights and responsibilities, including their appeal rights.
- Represent Kalamazoo Psychiatric Hospital at all Appeal Hearings regarding financial liability.
- Oversee Enrollment of practitioners in Medicare, CHAMPS, and BCBS to ensure reimbursement of services provided to patients.
- Oversee and maintain an efficient tracking program of KPH patient's insurance status and enrollments.

Duty 2

General Summary:

Percentage: 25

Manage the Patient Trust Fund operation.

Individual tasks related to the duty:

- Review daily deposit funds.
- Review for accuracy and approve deposits created by staff in SIGMA.
- Establish work priorities.
- Review workloads and make adjustments to daily tasks to ensure patient's financial matters are handled appropriately.
- Ensure controls are sufficient to maintain security and accuracy of the Patient Trust Fund Accounts.
- Oversee the daily cash balancing activities.
- Maintain a consistent and timely flow of patients outgoing funds.

Duty 3

General Summary:

Percentage: 5

Liaison to Central Office Revenue and Reimbursement

Individual tasks related to the duty:

- Assist in resolving billing issues in AVATAR.
- Address first part accounting issues.
- Resolve financial eligibility discrepancies.

Duty 4

General Summary:

Percentage: 5

Kalamazoo Psychiatric Hospital Liaison to all Community Mental Health (CMH) regarding determination of County of liability.

Individual tasks related to the duty:

- Review/explain charges to CMH
- Review and address any discrepancies in the County of financial liability determined.

Duty 5**General Summary:****Percentage: 15**

Ensure patients outside medical claims are processed accurately and timely

Individual tasks related to the duty:

- Set up a process which guarantees all Medicaid, Medicare, private insurance, or any other third party payee liabilities are exhausted before paying any outside medical claims.
- Maintain a tracking/reporting system for outside medical claims.
- Authorize payments of all outside medical claims.

Duty 6**General Summary:****Percentage: 10**

Direct supervision of Reimbursement staff.

Individual tasks related to the duty:

- Approve leave requests ensuring adequate coverage for internal controls.
- Conduct verbal, written counseling, and reprimands as appropriately determined.
- Complete mandatory Performance Reviews on all direct staff.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Determine priorities and work assignments for both Accounting and Reimbursement departments.

Perform staff evaluations.

Approve leave time.

17. Describe the types of decisions that require the supervisor's review.

Major policy or process changes that would result in a significant change for the departments.

Procedures or relationships with regulatory and other external organizations and entities.

Discrepancies in financial information that may result in a negative outcome.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Sitting for long periods of time.

Continual use of computer.

Contact with psychiatric patients is required.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Agreed.

23. What are the essential functions of this position?

Financial liability for all patients is determined according to the Mental Health Code.

Ensure patient's services are billed accurately in AVATAR.

All patient accounts are accurate and transactions are transparent.

Ensure daily operations of Accounting and Reimbursement are met.

Make certain mail is processed and delivered to patients and departments per policy.

Maintain accuracy and security of the Patient Trust Fund Accounts.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

Duties have remained the same and are complex. Requesting to reclassify to the Departmental Manager 13.

25. What is the function of the work area and how does this position fit into that function?

The overall function of this position is to apply the Mental Health Code, laws, rules, policies, and procedures to in-patient services and financial liability determinations along with patient accounting services. Services and Medical payments are approved and processed timely.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

Departmental Manager 13 - 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of Michigan Mental Health Code, rules regulations, policies, and procedures.

Knowledge of management principles and supervisory techniques.

Communication skills both verbally and written.

Positive leadership skills building a departmental team approach.

Knowledge of Medicare and Medicaid, and the application of these insurances to the outside medical claims processed for KPH patients.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

None

I certify that the entries on these pages are accurate and complete.

JULIE KELLY

10/16/2023

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date