



REVENUE CYCLE MANAGER

Job Specification

WHO WE ARE

Encoda LLC is a technology-enabled services company that has spent the last 30 years developing patented revenue cycle management tools that enhance the billing cycle. This technology is at the heart of our services and what separates us from all other RCM companies. The industry has gone past the point where a smart, experienced employee can make all the difference. In today's world of complex reimbursement, you must have both the right people and the right technology to maximize revenue and timely payments. Encoda recently completed a private equity recapitalization with Hughes & Company, positioning us to accelerate the development of our rules-based workflow and analytics software and expanding its use to other areas of the healthcare reimbursement cycle that continue to plague physician groups.

WHO YOU ARE

In this role, you will be responsible for managing all aspects of our clients' billing process, to include billing, coding, compliance, reimbursement, and receivables. The RCM is responsible for accurate and timely completion of the Revenue Cycle Process and managing a team of Billing Specialists, monitoring and supporting their efficiency and effectiveness. This manager will take the lead in the development of effective policies and procedures, maintaining current knowledge of changes in compliance standards and payer policies, analyzing data for reimbursement trends, managing denial processes, and interfacing with internal and external leaders to resolve identified issues within the revenue cycle.

We are looking for career-minded people, with the ability to see the world as we do – changeable. If this sounds like an exciting opportunity and you possess the qualities we are looking for, we invite you to submit a **cover letter** (required) and **resume**.

A DAY IN THE LIFE

- Provide guidance, leadership, training, and development through motivational methods to direct reports
- Conduct weekly meetings with the RCM team to provide guidance and feedback
- Consistently monitor trends in all transactional activities to determine where efficiencies and results may be gained through process improvement
- Assures SOPs (Standard Operating Procedures) are maintained and provide clear direction for RCM team
- Manage projects and coordinate with teams to move project milestones to completion
- Leverage deep knowledge and understanding of clients' key practice revenue performance metrics to consult and advise our clients monthly:
 - Denials trend management
 - Office workflow efficiency opportunities
 - Create and actively manage Practice Performance Plans to ensure client health

COMPETENCIES

At Encoda, we are big believers in competencies. Competencies are not the same as technical skills or experience. Technical skills describe 'what' you do, whereas competencies describe 'how' you do it. The following list describes the competencies required for success in our Revenue Cycle Management role.



- **Leadership:** Influences, motivates, and coaches staff to meet goals and achieve greatness. Provides information, knowledge, and methods to realize a vision. Acts honestly and with integrity, leads by example, and gains trust and respect.
- **Communication:** Ability to communicate and present data in a clear, confident, and passionate manner. Is influential and knowledgeable on the subject matter presented.
- **Organization/Time Management:** Establishes a realistic and systematic course of action for self and others to accomplish specific goals. Possesses a strong ability to focus on multiple tasks and priorities amidst distractions.
- **Passion:** Continually completes objectives with an upbeat, professional, and positive attitude. Always comes across as someone who wants to be at work and is willing to do what it takes to get the job done.
- **Customer Service/Interpersonal Skills:** Effortlessly builds and maintains productive, cooperative relationships with internal and external employees. Demonstrates a strong ability to quickly connect with others.

WHAT YOU WILL BRING TO US

- Minimum of 3-5 years of health care billing experience required
- Bachelor's degree preferred and/or equivalent job experience
- Medical billing and coding education and/or experience required
- Proficiency using medical software, Outlook, Microsoft Excel, and internet in general
- Knowledge of physician practice processes
- OB/GYN, Plastic, Orthopedic, or Dermatology billing experience a plus
- CPC certification a plus

WHAT YOU WILL GET FROM US

- Competitive compensation
- Market competitive healthcare coverage (medical, dental, vision, life, and disability insurance) and a 401(k)
- PTO policy designed to create work/life balance
- The opportunity to be a part of a leading Revenue Cycle Management organization with a strong mission and set of values

Encoda is an equal opportunity employer and offers competitive compensation and benefits package. To apply, please send a **cover letter** (required) and **resume** to HRsales@encoda.com.