

OFFICE MANAGER (SUPERVISORY)

Job Status:	Full-Time/Supervisory	Reports To:	Administrative Director
Pay:	Starting at \$40,000	Date:	
Hours:	M-F; Flexible Hours		
Qualification	Must have an associate or bachelor's degree in healthcare management, business, or related degree or has high school diploma/GED and at least 10 years relevant work experience; Must have at least 5 years of medical office management and supervisory experience; Master's degree in healthcare management, business, or a related degree <u>is preferred</u> ; A Certified Medical Manager (CMM) designation from the PAHOM is preferred; Must have updated child abuse clearance, and FBI and state criminal background checks.		

Company Information

Children's Universal Behavior Services (affectionately known as "CUBS") was founded in the Pocono Mountains to meet the growing need for comprehensive behavior services for children, their families, and educational institutions affected by autism and related disorders.

Our team has a distinct and effective approach to implementing behavior analytic services, grounded in the evidence-based practice of Applied Behavior Analysis (ABA). CUBS individualized behavior programs have a common goal - to encourage wellness, foster independence and inclusion, prepare for learning, and promote personal empowerment so that children and their families can **THRIVE**. By actively engaging with their communities, peers, and collaborative care providers, children are more likely to maximize their potential and quality of life.

CUBS operates a center in Shawnee on Delaware, Pennsylvania and serves children ages 0-12 in school, home, and community-based settings with exceptional therapeutic and habilitative treatments. Services also include parent training and consulting, as well as training for professionals who are involved in the treatment and education of children.

To apply online or for more information about CUBS, please visit www.ChildrensUniversal.com.

Position Summary

The Office Manager is responsible for supervising the administrative staff and overseeing the operations and administrative functions necessary to facilitate all aspects of CUBS service delivery. Their responsibilities are accomplished individually or as the leader of an administrative team, organized into the following functional areas:

1. **Reception**
2. **Scheduling**
3. **Client Intake & Authorizations**

4. **Credentialing**
5. **Personnel & Records Management**
6. **Compliance**
7. **Revenue Cycle Management**
8. **Operations Support**

The Office Manager reports directly to the Administrative Director for guidance and prioritizing workload, as needed. From day-to-day, the Office Manager may receive requests from the Clinical Director to assist with time-sensitive and administrative tasks, such as, scheduling changes due to call-outs or conflicts, coordinating policy updates, or organizing training events, etc. They will accomplish the tasks independently with available resources, including the effective management of an administrative team and ensure all activities comply with the safe handling of Protected Health Information (PHI).

The Clinical Director assigns both clinical and administrative tasks as necessary to facilitate the needs of CUBS on a daily basis and delegates authority to the Administrative Director and/or Office Manager to accomplish administrative tasks. Responsibilities include, but are not limited to, the functional areas described in detail below.

Skills and Qualifications

The Office Manager should be able to demonstrate numerous skills when accomplishing their duties, including but not limited to:

- Excellent customer service skills
- Data management and organizational skills
- Experience delegating and supervising office tasks
- Clerical training and experience
- Ability to communicate with people with various levels of medical knowledge in both written and verbal forms
- Appropriate use of tone and tact and when writing concise emails
- Diagnostic and problem-solving skills
- Computer software proficiency
- Emotional intelligence: For example, we expect leaders within CUBS to demonstrate genuine empathy (care, concern, and helpfulness) for individuals and their situation – staff, clients and public inquiries

Education, Training & Experience Requirements

While the educational requirements for (medical) Office Managers may vary, CUBS requires candidates to possess a postsecondary education or have substantial relevant experience and demonstrated performance in medical office management. Candidates will be required to attain a certificate or associate degree focused on medical office management as part of their professional development, but it is not a prerequisite for the position. Certificate programs offer training focused on billing, medical terminology, financial management, health insurance policies and marketing. A medical coding practicum may also be part of a certificate as well. Relevant experience can be substituted for these education and training requirements, as determined by the hiring authority at CUBS.

Candidates should have substantial knowledge and experience in performing each administrative function within the scope of the position as well as supervisory experience. CUBS also considers additional certifications such as the PAHCOM that offers certification as a Certified Medical Manager to

be a target professional development goal. Compensation increases will be at the discretion of CUBS administrators, and is based on periodic evaluation of credential, experience, demonstrated competency and overall performance.

Qualifications include:

- An associate or bachelor's degree in healthcare management, business, or related degree is required unless candidate has at least 10 years relevant work experience
- At least 5 years of medical office management and supervisory experience is required
- A master's degree in healthcare management, business, or a related degree is preferred
- A Certified Medical Manager (CMM) designation from the PAHOM is preferred

Functional Area Responsibilities

Reception

As the first point of contact when visiting or calling CUBS, the receptionist position (or "front desk") is the gateway to CUBS services, resources, and support. First and foremost, communication is the foundation of this functional area's responsibilities. Next, the coordination of information with internal and external entities is routine and they should possess a natural intuition to operate independently and initiate daily tasks. The daily duties include, but are not limited to:

- Answering phones, documenting contacts and disseminating messages to staff
- Responding promptly and completely to requests for information
- Guiding contacts to resources, websites, and the path for care
- Establishing healthy professional relationships with clients, staff and patrons of CUBS
- Communicating effectively through various media and methods
- Comforting parents and caretakers that may be processing heavy feelings and stress
- Coordinating schedules and creating appointments with detail accuracy
- Coordinating and routing documents to staff
- Monitoring stock and supplies
- Maintaining an organized and clean office and workspace

Scheduling

The Office Manager, or delegate, manages the scheduling requirements to effectively plan and operate the center, services and other activities. They troubleshoot daily scheduling demands to prevent service disruptions, coordinate staff assignments and maintain CUBS standards of collaborative care. Medical office scheduling is both an art and a science. It requires a delicate balance of client demands and staff experience to optimize efficiency without compromising the safety and effectiveness of treatment. In order to support the scheduling requirements, they will develop and maintain proficiency in CUBS' practice management software (Aloha ABA). It is expected that accuracy and punctuality improve over time through practice, training and initiative.

The scheduler must deliver 98% compliance with the following standards:

- For urgent (i.e. time-sensitive) scheduling adjustments, the schedule will be updated immediately following notification. Types of urgent schedule adjustments include, but are not limited to:
 - o Same-day client/staff cancellations or call-outs
 - o Same-day schedule errors/discrepancies
 - o Client late arrivals/departures (8 minutes or more)

- For **non-urgent** schedule adjustments, the schedule should be adjusted immediately if convenient, but no later than close of business (5:30 PM) the same day of the request. Types of non-urgent schedule adjustments include, but are not limited to:
 - Staff requests to add indirect “admin” time worked
 - Staff time-off requests (except for same day)
 - Client’s notifications of unavailability (i.e. future doctor’s visits, vacation, etc)
- **Must be available by 7:00 AM** to triage schedules from call-outs, Monday - Friday
- Disseminating the upcoming week’s schedule accurately by Friday @ Noon
- Routinely relay no-show and cancellation policies to clients
- Assist staff scheduling to increase productivity, lessen front office distractions, and reduce other expenses
- Coordinate with staff weekly to complete appointments by COB, Friday

Client Intake & Authorizations

The Office Manager, or delegate, oversees the client experience from inquiry to intake, to include maintenance of a managed wait list (aka Enrollment Tracking System) which collects client data and prioritizes need. Furthermore, they coordinate all activities to enroll new clients into CUBS when availability opens up to begin a new program. Activities include determining eligibility, coordinating completeness of documents, coordinating with insurance plans, navigating sensitive matters (like custody agreements), coordinating with other service providers, and requesting authorizations with primary and secondary insurance plans. Responsibilities include:

- Updating and reporting status of the “CUBS Wait List”(aka Enrollment Tracking System) on a regular basis
- Coordinating monthly status surveys with wait-listed individuals
- Creating and maintaining complete/compliant medical records (physical & digital)
- Coordinating with guardians, care providers and health networks (ePortals) to acquire and review documentation and determine eligibility and resource requirements (services/hours)
- Demonstrating competency in generating various reports through Aloha ABA
- Developing tools to improve efficiency, such as programing reminders into staff calendars to complete/submit progress updates for re-auth prior to auth expiration
- Maintaining changes to intake documents, including all documents contained within the client intake packet, and accurately interpreting/reviewing agreements with clients
- Coordinating annual agreements and intake forms with clients, including the “Release of Information” Form, Insurance Status, and others (Complete NLT February 1st, annually)
- Managing all service inquiries with a spirit of care, concern and genuine helpfulness. If we do not have availability, we ensure the caller understands the path to services and has a list of resources to help them move forward in the process and leave the door open for questions.
- Service inquiries must be responded to **within 24 hours**. Initial response can be, “someone from our team will follow up to discuss you needs in the next few days.” Complete inquiry response including phone call and email with customized message to include resources and wait list processing will be completed in **72 hours or less**.

Credentialing

The Office Manager shall accomplish credentialing requirements at the discretion of the Clinical Director and Administrative Director which align with the strategic goals of the organization. They shall possess or develop a strong working knowledge of commercial and public health plans, their credentialing requirements, behavioral health benefits, required forms and templates, departmental contacts and processes, and other considerations. The Office Manager works collaboratively with the Administrative

Director to deploy effective negotiation tactics to maximize reimbursement rates in contractual agreements. This would require the communication skills to write a strong justification for CUBS service levels, descriptions, and quality of care. It would require a basic understanding of Applied Behavior Analysis (ABA) and the standards of care we uphold.

Personnel & Records Management

This functional area includes duties to manage personnel and organizational records from their creation and preservation through disposal. CUBS has a legal responsibility to make sure the data collected is accurate and stored securely, and the Office Manager is involved in ensuring these obligations are met. They will work closely with the Administrative Director to devise and implement records management policies and systems to ensure that data is accurate, stored securely for the correct amount of time, accessible to the correct people and disposed of in line with legal requirements. Duties include, but are not limited to:

- Leading employees and supporting diversity through hiring, retention, and promotional activities
- Training the administrative team to manage personnel and organizational records
- Ensuring established standards of continuous quality improvement are met
- Providing guidance to new employees regarding employment documents, certifications, and training requirements
- Creating and maintaining checklists to simplify process and improve records quality
- Keeping up to date with legal requirements on data storage and protection
- Ensure personnel files are reviewed periodically to ensure annual trainings are being planned and accomplished, certifications and licensures are renewed, and overall completeness of the file.

Compliance

As CUBS navigates an ever-changing regulatory landscape, compliance with laws, regulations, and policies has become more important. The Office Manager supports the CUBS Compliance Officer (Administrative Director) by ensuring that CUBS meets these requirements. The scope of support and duties they're responsible for include, but are not limited to:

- Developing and implementing compliance programs to improve clinical and administrative team performance
- Monitoring compliance and identifying potential risk areas
- Educating employees of the importance of compliance and provide training on relevant regulations and policies
- Investigating complaints to identify the root cause and recommend corrective action
- Assist the development and implementation of corrective action plans to address recurring issues

Revenue Cycle Management (RCM)

The core objectives of this functional area are to maximize receivables through the management of patient billing and insurance claims. Duties include creating reports, analyzing data, identifying lost revenue and deploying effective methods of recovery, collecting payments, and implementing RCM strategies to minimize losses. The Office Manager should possess strong experience with medical billing, commercial insurance, and Medicaid. They will need excellent problem-solving and interpersonal skills, as well as a healthy knowledge of claims processing forms, electronic platforms, and industry service codes (ABA) and best practices. Duties include, but are not limited to:

- Providing periodic reports, to include receivables (weekly), denials (weekly), and client and payer aging reports (monthly)
- Coordinating billing and collections activities
- Monitoring accounts receivables activities
- Overseeing monthly close processes, including reporting and account balancing
- Ensuring accurate and compliant billing of insurance providers and patients
- Developing and implementing payment plans as necessary
- Documenting denials from insurance providers and troubleshooting recovery
- Continuous evaluation and improvement of billing processes and procedures
- Training new administrative staff members to accomplish basic billing and claims functions for redundancy and coverage

Operations Support

The Office Manager, or an appointed delegate, supports the Administrative Director and operation of the center, to include:

- Coordinating supply requests to include ordering office and medical supplies, clinical materials, maintaining stock of cleaning supplies, and fulfilling employee supply requests.
- Ensuring center opening and closing procedures are sound and consistently followed
- Placing maintenance requests with the Landlord
- Other duties as assigned

Benefits of Joining CUBS

- Part-Time and Full-Time positions available with flexible hours.
- Competency-based compensation: A clear path for advancement while maintaining the highest quality services.
- Six (6) paid holidays.
- Paid time off (PTO) for full-time employees.
- Professional development programs for BT to BCBA.
- BCBA Supervision hours towards certification.
- Employee Wellness Program.
- Language Stipend.

Application Procedures

Submit a letter of interest, resume of relevant experience, and names and contact information for three (3) references via our website (www.ChildrensUniversal.com), under the Employment page. You are also welcome to fax, mail or deliver your application package and clearances to the address below. We are looking forward to connecting with you!

Children's Universal Behavior Services

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