



Revenue Cycle Support Analyst in Emeryville, CA

UCSF Benioff Children's Physicians (UCBP) is a multispecialty physician foundation, and an associated clinically integrated network. Our primary goal is to foster physician collaboration to deliver the most advanced maternal and pediatric care throughout Northern California and beyond. We have Pediatric, Maternal Fetal Medicine, OB/GYN, and Allergy & Asthma clinics located throughout the San Francisco Bay Area.

POSITION SUMMARY:

The Analyst is responsible for assisting the Sr Analyst to ensure that UBCP Employed and Partner Practices achieve maximum reimbursement and receive the support necessary for their clinic operations.

Responsibilities:

- **Manage Enrollments on Payer Websites**
 - Administer access to payer website portals for all users in the UBCP Employed and Partner practices.
 - Help users resolve access issues related to the portals.
- **Maintain Key Metrics and Reports**
 - Track key performance metrics with practice dashboard reporting as well as other reporting tools.
 - Perform ad hoc reporting.
- **Ensure that reimbursement is maximized in accordance with payer contracts**
 - Perform reimbursement analysis as requested to support UBCP's clinics and partner practices.
 - Research and provide feedback on payer and reimbursement issues including denials and patterns.
- **Manage Funds Flow between UBCP and UCSF and its Affiliates**
 - Support Sr. Analyst with activities related to the management of funds flow between UBCP/UCSF and affiliated practices, including but are not limited to tracking of payments, preparation of disbursement statements, and addressing funds flow related questions from affiliated providers.
 - Assist with activities related to month-end reconciliation as needed.
- **Root cause analysis and troubleshooting of system and workflow issues**
 - Troubleshoot and track issues and determine root cause.
 - Develop and document workflows and procedures.

Other:

- Demonstrated ability to inspire and motivate others and work effectively through influence and collaboration.
- Shares and seeks knowledge and provides feedback to others.
- Partners with all team members to achieve goals.
- Willingness to accept additional responsibilities as the organization expands.

Essential Functions:

A. Productivity/Efficiency:

- Works collaboratively with colleagues to ensure provision of work products that meets quality and quantity expectations.

B. Critical and Analytical Thinking:

- Possess the ability to analyze situations and strategize solutions.

C. Technical Skills:

- Strong computer skills especially in Excel, Microsoft Office tools also required.

D. Communication (Oral and Written):

- Excellent verbal and written communication skills.
- Ability to demonstrate diplomacy in communication and use conflict resolution techniques.

E. Professional Accountability:

- Engages in teamwork and collegial collaboration among all team members.
- Maintains positive working relationships with UBCP colleagues, and others.
- Ensures work product meets defined quality, quantity and timeliness expectations.

F. Quality and Service:

- Monitors and addresses potential risk management and quality issues in a timely manner.
- Addresses quality and quantity requirements in an effective and timely manner.
- Maintains standards of service, productivity, safety, and security.
- Participate in initiatives to achieve performance on quality metrics set forth by the organization.

G. Other Job Functions:

Performs other duties as assigned.

POSITION REQUIREMENTS:

Skills:

- Computer (Explorer, Excel, Word, Outlook, EPIC [or other EHR software]).
- Critical thinking and analysis skills.
- Excellent organizational skills.
- Knowledge of CMS billing regulations and CPT coding guidelines of the American Medical Association.

- Good written and verbal communication skills.

Ability:

- Ability to work independently AND as a team.
- Ability to multi-task.
- Ability to communicate effectively with both providers and staff.

Education:

- High School/GED

Knowledge:

- Knowledge of terminology related to medical billing and coding.
- Familiarity with Federal, State, and commercial health insurance carriers.

Experience:

- Minimum 2 years of experience in a health care organization.
- Experience using the provider portals on insurance company websites.
- Experience in physician based medical billing strongly preferred.

ADDITIONAL INFORMATION

Working Relationships/Contacts:

- Initiates and maintains communication with Manager and colleagues on critical issues.
- Initiates and maintains effective working relationships with UBCP colleagues and other people with whom the incumbent must interact to perform their responsibilities.
- Respects and is sensitive to cultural diversity, safety and security of physical environments, teamwork, and demonstrates respect for others.

The essential functions listed are typical examples of work performed by incumbents in this job classification. They are not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks, and responsibilities. Employees may also perform other duties as assigned.

We offer a competitive benefits package including a very generous 401(k) and Paid Time Off (PTO) plans.

It is the policy of UCSF Benioff Children's Physicians to provide equal employment for all qualified individuals; to prohibit discrimination in employment because of race, color, creed, religion, marital status, sex, sexual orientation, gender identity or expression, ancestry, national origin, age, medical condition, disability or status as a veteran or a disabled veteran. Equal employment opportunities apply to every aspect of UBCP's employment policies and practices.