



## Revenue Cycle Trainer (Hybrid)

*UCSF Benioff Children's Physicians (UBCP) 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, Ophthalmology, OB-GYN and Maternal Fetal Medicine clinics located throughout the San Francisco Bay Area.*

### POSITION SUMMARY:

Responsible for training and retraining of staff on revenue cycle department processes. These processes can include registration/payer plan training, scanning, charge entry, EPIC work queues, payment posting, refunds and other revenue cycle assistance to the various practices within UBCP. Works collaboratively with Revenue Cycle colleagues to ensure provision of work products that meet quality and quantity expectations established by the organization.

### Responsibilities:

1. Develop concise written training guidelines and processes for all department functional areas.
2. Maintain and provide updated training as required due to software changes and/or process improvement for all software tools within the department.
3. Train assigned staff both individually and as a group as needed on all processes as directed.
4. Evaluate training progress and competency of trainees.
5. Conduct routine quality assurance audits for all functional areas of the department.
6. Proactively continue to educate self to provide quality care and improve professional skills to support department and the various practices within UBCP.
7. Payer Plan training for new practices and create Payer Cheat Sheet specific to their plans.
8. Quality responsibilities:
  - i. Maintain 95% accuracy of job duties.
  - ii. Stops when uncertain and takes the time to resolve situations.
  - iii. Shares and seeks knowledge and provides feedback to others.
  - iv. Partners with all team members to achieve goals.

### Essential Functions:

#### **A. Productivity/Efficiency:**

- Works collaboratively with Revenue Cycle 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.
- Ability to work from a general concept to a finished product with minimal supervision.

**C. Technical Skills:**

- Strong computer skills especially in EPIC, 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.
- Ensure Electronic Health Record (E.H.R.) optimization within the organization.
- 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)).

**Ability:**

- Multi-task and work independently.
- Assess and translate organization/customer needs into learning objectives and devise effective training solutions.
- Good communication skills both verbal and written.

**Education:**

- High School/GED

**Knowledge:**

- Knowledge of insurance billing and compliance with a high level of problem solving skills.
- Medical terminology, rules, and regulations relating to the Revenue Cycle.
- Understanding of managed care contracts, insurance and credentialing compliance

**Experience:**

- 5+ years of healthcare accounts receivable experience with expertise in un-adjudicated claim management, appeals and pre-collections.
- Demonstrated ability to develop and train staff on process and procedures.

**ADDITIONAL INFORMATION****A. Physical Requirements**

- Must be able to lift 20 pounds.
- Must be able to walk, stand, or sit for long periods of time.

**B. 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, patient care, patient rights and ethical treatment, 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.

In accord with UCSF requirements, all employees are expected to maintain updated vaccinations including Covid + Booster and TB, unless able to provide medical or religious exemption.

**Equal Employment Opportunity**

UCSF Benioff Children's Physicians (UBCP) is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: veteran status, uniformed service member status, race, color, religion, sex, sexual orientation, gender identity, age (40 and over), pregnancy (including childbirth, lactation and related medical conditions), national origin or ancestry, citizenship status, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.