



Position Title: Manager of Patient Collections and DME Equipment Retrieval

Duties and Responsibilities

Patient Accounts Receivable

- Manage the day to day operations and provide oversight to the patient collections department.
- Complete quarterly AR analysis for all patient pay accounts to ensure meeting of department objectives.
- Assist with month end close as needed.

Equipment Retrieval

- Coordinate the retrieval of all equipment.
- Review current process and procedure to determine best strategies for equipment retrieval.
- Maintain and monitor all equipment retrieval activity.

General

- Assist Manager of Reimbursement, Manager of Collections and Compliance with day to day department management.
- Review and Develop new processes that include appropriate incentives to increase patient collections and equipment returns.
- Develop metrics to determine productivity.

Supervisory Responsibilities

Directly supervises employees in the Patient Collections and Logistics section of the Reimbursement Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Education and/or Experience

- Bachelor's degree in Accounting, Business, Healthcare Administration or other related field; or equivalent combination of education and experience.
- Minimum three years Medical Insurance billing, patient collections or consumer credit collections experience required.
- At least three years of experience managing a minimum of ten people within a healthcare accounts receivable management firm or within a collection agency.
- Knowledge of or experience with shipping methods and practices utilized for product returns.
- Basic knowledge of CPT, HCPCS, and ICD-9-CM coding.

To apply

- Send resume and cover letter in Word or PDF format to jobs@zoll.lifecor.com.
- Include position title in subject line.