

Job Description

Job Title	Financial Services Manager		
Reports to	Financial Services Director		
Effective Date	08/01/2021	Manager of People	No
FLSA Status	Exempt	EEOC Class	1.1

ABOUT NCHA

NCHA is a statewide trade association representing more than 130 hospitals providing acute care, ambulatory care, sub-acute care, rehabilitative, home health and hospice services, behavioral health services, state psychiatric inpatient services and veterans' services. The association promotes and supports our members and associated partners by advocating for sound public policy, advancing collaborative partnerships, and accelerating innovation to improve the health of the communities where we live and work. NCHA achieves this work by leverage the scope and scale associated with a \$17+ million-dollar organization, which is funded by members' dues, grants, and shared service.

PURPOSE

Assist with addressing key financial services needs of member hospitals focusing largely on hospital billing and reimbursement. Coordinates and assists with implementation of various projects that meet the financial services needs of member hospitals. Supports in developing positions and policies for the Association that benefit member hospitals.

RESPONSIBILITIES

- Support financial services team with providing guidance and assistance to member hospitals with billing, reimbursement, and compliance issues for multiple payers, including Medicare, Medicaid, and commercial payers.
- Monitor and assist with maintaining professional relationships with payers to ensure billing, reimbursement and compliance issues are quickly resolved for member hospitals. This includes coordinating and providing support for various committees with payers and member hospital representatives to address specific financial issues.
- Researches regulatory changes that would affect hospital reimbursement, billing and compliance, with primary focus being on governmental payers, including Medicare, Tricare and Medicaid.
- Assist with written materials as needed to keep member executives and finance staff informed of important financial issues and current developments at the national/state/local levels. This would also entail preparing presentations at education and membership programs, and other meetings related to hospital financial topics of interest.
- Assists in completing financial analyses to determine the impact of proposed regulatory changes. Analyses will be accumulated with other staff information to support the Association's advocacy efforts. Also understands the operational impact of proposed legislation and coordinates with member hospitals.
- Provide support and assistances to the Medicare Recovery Audit Contractor (RAC) Liaison for North Carolina, who leads all RAC activities between the Centers for Medicare and Medicaid Services, RAC Contractors, and NCHA member hospitals. Assist with communications which are generated and distributed on the progress of RAC activity and other updates to members.

- Support the Medicare Integrity Contractor (MIC) Liaison for North Carolina, which includes assisting with all MIC activities among CMS, MIC Contractors, and NCHA member hospitals. Assist with communications which are generated and distributed on the progress of MIC activity and other updates to members.
- Performs other tasks and duties as may be assigned by senior leadership.

MISSION/VISION/VALUES

- Embrace the NCHA mission to improve the health of the communities where we live and work by advocating for sound public policy and collaborative partnerships.
- Support the vision for A North Carolina where high-quality healthcare is equitable and accessible for all.
- Demonstrate the association's core values in all relationships, at all times. Respect. Integrity. Teamwork. Accountability. Perseverance.

INTERNAL RELATIONSHIPS

- Works closely with the Financial Services team in managing the various billing and reimbursement projects as needed by hospitals. Works closely with other NCHA staff in addressing ongoing payment reform options available to member hospitals.

EXTERNAL RELATIONSHIPS

- Communicates frequently with staff of various governmental and non-governmental agencies, member hospitals, and related associations and advocacy groups.

EDUCATION AND EXPERIENCE

- Bachelor's degree in Business or Accounting, required.
- CPA or Master's degree in Business or Accounting, Healthcare Administration, Public Policy, or related field, preferred.
- Minimum of three (3) years of experience; minimum of 3 years of experience in business/finance and/or healthcare reimbursement and finance areas.
- Excellent communication skills, both oral and written, and ability to advocate NCHA positions with outside organizations.
- An equivalent combination of education, training, and experience may be considered.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent interpersonal, communication, and collaboration skills. Good problem-solving skills.
- Ability to establish and maintain effective working relationships with co-workers, managers and clients.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work performed mostly in an office environment.
- Use a computer throughout the workday.
- May require occasional travel.

COVID-19 VACCINATION POLICY AND PROCEDURE

- Newly hired NCHA staff will be expected to achieve policy compliance within the first six weeks of NCHA employment.
- NCHA staff may receive the vaccine from any vaccine provider.
- NCHA staff must provide documentation of vaccination to the Director of Human Resources.

- Acceptable proof of vaccination is a document (CDC COVID Vaccination Record Card) by the professional who administered the vaccine which is a World Health Organization (WHO) approved COVID-19 vaccination dosage series or have received the single dose J&J vaccine.
- Vaccination exemptions may be granted for documented medical contraindications/circumstances and religious beliefs

North Carolina Healthcare Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, age, sex, national origin, veteran status, disability, sexual orientation, or other protected status.