

Job Description

Job Title	Associate Program Manager, Financial Services		
Reports to	Vice President, Finance/Financial Policy		
Effective Date	July 1, 2026	Manager of People	No
FLSA Status	Exempt	EEOC Class	2

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 leveraging the scope and scale associated with a \$20+ million-dollar organization, which is funded by members' dues, grants, and shared services.

PURPOSE

The Associate Program Manager, Financial Services will 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

- Supports the NCHA Financial Services' team with providing assistance to member hospitals with billing, reimbursement, and compliance issues for multiple payers, including Medicare, Medicaid, and commercial payers.
- Maintains 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 and formulates written response on state and federal regulatory and policy changes that would affect hospital reimbursement, billing, and compliance, with primary focus being on governmental payers, including Medicare, Tricare, and Medicaid.
- Develops financial analyses to determine the impact of proposed regulatory and policy changes. Analyses will be accumulated with other staff information to support the Association's advocacy efforts.
- Research key trends in healthcare finance, delivery of care, and cost of care to help develop proactive policy positions that benefit North Carolina hospital and health systems.
- Develops 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.
- Provides support and assistance to hospitals on various technical elements on hospital reimbursement and audit activities relating to the NC Medicaid program. Assists with

communication to be distributed to NCHA member hospitals.

- Provides support and assistances to the assigned Medicare Administrative Contractor (MAC) and the Medicare Recovery Audit Contractor (RAC) Liaison for North Carolina, on Medicare-related activities between the Centers for Medicare and Medicaid Services and NCHA member hospitals. Assist with communications which are generated and distributed on the progress of Medicare activity and other updates to members.
- Participates in larger workgroups with other hospital association finance professionals with a focus on hospital finance and federal regulatory changes impacting hospitals. Assists in the planning of educational content opportunities for NCHA members as it relates to hospital reimbursement and finance.
- 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

- Work closely with the Financial Services team in managing the various billing and reimbursement projects as needed by hospitals.
- Work 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.
- Excellent research, writing, and analytical skills.
- Strong organizational skills, with the ability to manage multiple projects and deadlines.
- Ability to work independently and collaboratively in a fast-paced environment.
- Ability to establish and maintain effective working relationships with co-workers, managers, and clients.

WORK ENVIRONMENT, REQUIREMENTS, AND PHYSICAL DEMANDS

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

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.