



# WINNEBAGO COUNTY

— ILLINOIS —

**NON-BARGAINING  
UNIT**

**GRADE:**

**Revision Date:  
09/23/2024**

**JOB TITLE: Business Office Manager**  
**DEPARTMENT: Administration**

## **Position Description:**

Leads, guides and directs the daily financial operations of the healthcare facility in accordance with generally accepted accounting principles; local, state and federal regulations, standards and established Winnebago County policies and procedures to achieve facility financial goals.

## **Reporting Relationship:**

Reports to the Administrator / County Chief Financial Officer.

## **Duties and Responsibilities:**

1. In conjunction with the County CFO and River Bluff Administrator, plans, develops, organizes, implements, evaluates and directs the overall financial operation of the facility as well as its programs and activities, in accordance with generally accepted accounting principles and current state and federal laws/regulations.
2. Completes and analyzes facility monthly financial reports. Makes recommendations and financial projection reports to the Administrator, County CFO and governing board regarding facility performance and stated objectives.
3. Reports the facility's financial performance at least monthly, and more frequently as needed, to the Administrator, County CFO and the Board of Managers, Directors, and/or governing body as directed. Reviews and interprets monthly financial statements and provides relevant information to the Administrator, County CFO and governing body.
4. Identifies, in conjunction with the Administrator and selected department heads, the facility's key performance financial indicators. Establishes an ongoing system to monitor these key indicators. These key performance indicators promote the fiscal health of the facility.
5. Evaluates key performance indicator outcomes with department heads to determine the need for action from leadership and/or management such as re-education or revisions related to the facility's financial outcomes.
6. Develops and maintains written policies and procedures that govern the accounting functions of the facility. and systems in the Business Office to manage billing, collections (A/R), accounts payable (A/P), patient trust, liability notices, general ledger functions, and all necessary business transactions using generally accepted accounting principles and established County policies and procedures.

7. Ensures the Business Office procedures comply with regulatory requirements related to bed-hold notice requirements.
8. Prepares or coordinates preparation by a third-party vendor cost reports for submission to authorized government agencies as required by current regulations.
9. Manages Payor Contracts
10. Works with external County auditors in preparation of County's audited financial statements. Responds to any items noted in the management letter.
11. Makes written and oral reports/recommendations routinely and as requested.
12. Ensures monthly billing is completed timely using facility A/R software.
13. Ensures facility's billing checks and balances are followed by all team members as required by facility policy including but not limited to the balancing of the daily census, Medicare triple check prior to billing, etc.
14. Maintains working knowledge of all aspects of facility's financial software program.
15. Develops and monitors account receivables. Reports delinquent accounts and solutions to overcome obstacles to the Administrator.
16. Maintains a working knowledge of the state long term care Medicaid insurance program, Medicare Part A, B and C insurance program, and private long term care insurance programs.
17. Ensures pre-admission financial evaluations regarding the identification of a payer source is coordinated with the Admissions Office as part of the pre-admissions process.
18. Leads and coordinates monthly financial meetings to monitor budget compliance with facility department heads. Implements corrective action when necessary.
19. Projects and develops yearly facility budgets with the Administrator, County CFO and in conjunction with department heads. May be expected to report projected budgets with the County CFO to the Board of Directors
20. Develops and maintains positive relationships with residents, employees, and family members.
21. Promotes and establishes effective communication and customer service to achieve facility goals and customer satisfaction.
22. Supervises all Business Office personnel and their work functions.
23. Evaluates work performance of Business Office personnel in concert with Human Resources for expected performance outcomes.
24. Understands, continues to learn, and teaches others about new CMS program initiatives affecting the facility's fiscal health such as value-based purchasing programs like SNF-VBP, SNF-QRP, Quality Measures, etc.
25. Participates in QAPI or facility assessment activities as needed, such as carrying out duties assigned as part of a performance improvement committee.
26. Identifies and collaborates with members of the interdisciplinary team, consultants, and others when needed to identify opportunities for enhanced financial services to the residents and/or resolve issues.
27. Recruits talented, qualified individuals in conjunction with Human Resources to fill department positions as a key factor in building and maintaining a strong and capable Business Office team.
28. Reads and stays informed regarding developments in the skilled nursing sector and associated support services, regulatory, business practices and other entities potentially influencing the facility's fiscal health.
29. Reviews and develops a plan of correction for accounting deficiencies noted during survey inspections in conjunction with the Administrator.
30. Promotes safe work practices, safety rules, and accident prevention procedures to prevent employee injury and illness.

### **Education and Experience:**

- Bachelor's degree in Accounting, Business Administration or related field preferred.
- Must have at least three (3) years of experience in a billing or supervisory capacity in the business office of a hospital, nursing home, or other related health care facility.
- Knowledgeable of skilled nursing home regulations, procedures, laws, regulations and guidelines pertaining to long-term care.

### **Skills and Abilities:**

- Utilizes and is proficient in various Excel, Word, Adobe, and other electronic reporting formats.
- Must be a supportive team member, contribute to and be an example of team work.
- Ability to make independent decisions when circumstances warrant such action.
- Ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel and the general public.
- Must be able to relay information concerning a resident's condition.
- Meets general health requirements according to facility policy, including medical and physical exams and checking immunity status to various infectious diseases.
- Accepts call-backs during emergency conditions.
- Establishes a culture of compliance by adhering to all facility policies and procedures. Complies with standards of business conduct, and state/federal regulations and guidelines.
- Maintains confidentiality of protected health information, including verbal, written, and electronic communications.
- Reports noncompliance with policies, procedures, regulations, or breaches in confidentiality to appropriate personnel. Reports any retaliation or discrimination to HR or compliance officer.
- Reports any allegations of abuse, neglect, misappropriation of property, exploitation, or mistreatment of residents to supervisor and/or administrator. Protects residents from abuse, and cooperates with all investigations.
- As a condition of employment, completes all assigned training and skills competency.

### **Physical Requirements:**

- See attached Essential Duties