

Billing Services Supervisor - Pre-Arrival Unit

UNC Health

Job Location: Chapel Hill, NC/Remote

Full Time/Days

JOB SUMMARY:

This position provides direction and supervision to the estimate template and training team. This team supports the estimate intranet website, the My UNC Chart estimate self-service tool, the EPIC@UNC Price Estimates training class, and the estimate MySupport ticket functions. Team is responsible for identifying EPIC estimate template needs, as well as the creation of or training on the build of estimate templates. Team is responsible for reviewing accuracy of estimates to identify trends and training opportunities. Team members provide training and or resources across the healthcare system. Team members are responsible for estimate creation as assigned. Supervisor is responsible for presenting on Price Transparency processes and updates to leadership and system users. Supervisor is responsible for escalated support items. Business Objects experience is preferred.

Duties include oversight of team assignments, participation in hiring and training of qualified staff, and participation in the annual performance evaluation process. Maintains a collaborative relationship with clinic staff and management. Requires substantial knowledge of insurance policies, benefits, and practices necessary to verify coverage and determine patient out of pocket costs. Perform all duties in a manner which promotes teamwork and reflects UNC Health's mission and philosophy.

PROFESSIONAL EXPERIENCE REQUIREMENTS:

- If Associate's degree, three (3) years relevant experience with at least one (1) year experience in a senior level or team lead role preferred.
- If High School degree, six (6) years of relevant experience with at least one (1) year experience in a senior level or team lead role preferred.
- If Bachelor's degree, one (1) year of relevant experience with at least one (1) year experience in a senior level or team lead role preferred.

EDUCATION/LICENSES/CERTIFICATIONS:

- Requires Associate's degree in Business, Accounting, Public Administration, or Hospital Administration.

ADDITIONAL INFORMATION:

- This is a remote position and oversees a fully remote team.

FOR MORE INFORMATION/TO APPLY:

<https://jobs.unhealthcare.org/jobs/12615993-billing-services-supervisor-pre-arrival-unit>