

Director, Patient Financial Services

Maui Memorial Medical Center

Job Location: Wailuku, HI

Full Time/Days

JOB SUMMARY:

The Director, Patient Financial Services is responsible for achieving high performance across all Patient Financial Services operations for Maui Health System, including hospital and professional billing, charge entry, cash posting, collections, medical financial assistance, and patient billing customer service. The position provides strategic and operational leadership to ensure financial performance, regulatory compliance, and a patient centered financial experience. This role leads the development and execution of patient financial services strategies that support organizational revenue cycle objectives while maintaining compliance with applicable federal, state, and local regulations governing billing and collections. The Director serves as a key member of the Revenue Cycle leadership team and partners with executive, physician, clinical, and operational leaders to support decisions impacting all areas of the Revenue Cycle. The position provides leadership in management reporting, operational analysis, and continuous improvement initiatives to improve performance and patient satisfaction.

MINIMUM REQUIREMENTS:

- Minimum of six (6) years of experience in data analytics, clinic/hospital operations, health care billing and collections, or relevant experience
- Minimum three (3) years of progressively responsible leadership experience in Patient Financial Services, Revenue Cycle operations, or a related healthcare financial services environment with direct reports.
- Demonstrated experience overseeing billing, collections, medical financial assistance, and patient billing customer service functions.
- Proven ability to lead managers and complex operational teams in a regulated healthcare environment.
- Experience managing regulatory compliance, risk mitigation, and operational performance improvement initiatives.

EDUCATION/LICENSES/CERTIFICATIONS:

- Bachelor's degree in health care administration, business administration, or related field or four (4) years of experience in a directly related field.
- High School Diploma or General Education Development (GED) **required**.

FOR MORE INFORMATION/TO APPLY:

<https://www.kaiserpermanentejobs.org/job/wailuku/director-patient-financial-services-mhs/641/96493753680>