

## UW HEALTH JOB DESCRIPTION

### REVENUE CYCLE COORDINATOR

<b>Job Code:</b> 310038	<b>FLSA Status:</b> Exempt	<b>Mgt. Approval:</b> A. Abongwa	<b>Date:</b> March 2022
<b>Department:</b> Rev Cycle - Admin		<b>HR Approval:</b> B. Haak	<b>Date:</b> March 2022

#### JOB SUMMARY

Reporting directly to the System VP Revenue Cycle, the Revenue Cycle Coordinator serves as the project leader for programs and initiatives of the Revenue Cycle team across the UW Health Enterprise. Responsibilities include planning, coordinating, and executing on the programs and processes within the Department. This role works collaboratively with Revenue Cycle staff and leadership, and cross functionally with system operational and clinical leaders to support the implementation of high value programs in a manner that ensures Revenue Cycle goals are met.

Responsibilities include developing and maintaining strong and effective working relationships and partnerships with other departments and other operational teams to align Revenue Cycle resources to needs of clients, resource and logistical coordination planning, assisting in establishing and maintaining policies and procedures, leading and tracking of various Revenue Cycle projects, reporting of assignments against outcomes and working with Revenue Cycle leaders to assure effective project planning, communication and execution. This position requires strong client orientation with a constructive approach to resolution of issues, and critical thinking and problem-solving skills to address opportunities for process improvement. Independently performs advanced-level department coordination duties as well as special projects and research. Coordinates and carries out projects or assignments requiring initiative, independent action and specialized knowledge or expertise. Independently develops original drafts of materials using specialized knowledge. Prepares reports or packets of information. Independently responds to requests for information.

#### MAJOR RESPONSIBILITIES

##### **Project Management:**

- Oversee and maintain portfolio of initiatives as directed by System VP Revenue Cycle and leadership team
- Complete projects and special assignments by establishing objectives, determining priorities, managing time, gaining cooperation from others, monitoring progress, problem solving, and making adjustments, as appropriate.
- Manage the development, implementation, communication, and maintenance infrastructure for Revenue Cycle departmental policies and procedures
- Coordinate and ensure Revenue Cycle leadership are in compliance with UWH policies (annual trainings, onboarding (for staff and interns/externs), computer access/upgrades, vaccinations, etc.)
- Oversee, in partnership with Marketing and Communications, creation and maintenance of an integrated Revenue Cycle page on UW Health's intranet, Uconnect.
- Maintain departmental information and statistics and responds to internal and external surveys and inquiries as appropriate.
- Coordinates and facilitate external reporting requirements as designated by the System VP, Revenue Cycle

##### **Strategic Planning & Support:**

- Work with System VP, Directors, Managers, and Supervisors on the development and tracking of progress on action plans developed to achieve Revenue Cycle strategic initiatives.

##### **Infrastructure Development and Implementation:**

- Work with Finance and Revenue Cycle leaders on department budgets annually and track revenues and expenses to budget monthly. Manage and track department expenditures, including credit card expenditure review and reconciliation, vendor invoice review, etc.
- Coordinate with Leadership to develop tools to measure organizational satisfaction with Revenue Cycle support and services
- Maintain and keep current department Org Chart, website, shared folders, phone lists, email groups, etc.

##### **Communication:**

- Act as department liaison and establish and maintain effective communication with other internal departments, e.g., Contracting, Practice Plan, Finance, Legal, Department Administrations, Ambulatory, Information Services, Governance, Marketing and Communications, Supply Chain, Patient Relations, Risk Management Business Integrity, etc. and partners (UW Northern IL and UPH-Meriter).
- Efficiently plan and facilitate meetings using standard meeting management tools and techniques (agendas, meeting roles, ground rules, minutes, action items tracking, parking lot, etc.).

## UW HEALTH JOB DESCRIPTION

### Other responsibilities:

- Special projects as assigned by System VP Revenue Cycle

### Continuous Learning and Personal Development:

- Provides innovative input into the development of departmental environments and its processes  
Maintain current knowledge about organizational policies and procedures, governance structures, regulatory requirements, and applicable technologies.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree. Four (4) years of administrative, project coordination and process improvement experience may be considered in lieu of degree in addition to the experience below.
	Preferred	Master's Degree in Health Care or Business Administration (MHA/MBA)
Work Experience	Minimum	Two (2) years of experience in project coordination and process improvement
	Preferred	Five (5) years of prior project experience within Revenue Cycle or healthcare Prior experience developing and implementing work systems and processes related to business operations
Licenses & Certifications	Minimum	None
	Preferred	Project Management Professional
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Knowledge of Oracle Cloud preferred.</li> <li>• Demonstrated experience managing simultaneous initiatives crossing organizational boundaries.</li> <li>• Knowledge of process improvement and project management tools</li> <li>• Ability to operate autonomously while being a team player who brings a positive, "can do" attitude to the workplace and works collaboratively with others</li> <li>• Ability to collaborate and interact effectively at all levels with a variety of organizational entities and personnel across departments</li> <li>• Ability to translate strategies and goals into the design and implementation of systems and processes.</li> <li>• Demonstrates critical thinking and problem-solving skills, with the ability to pursue desired outcomes in complexity and ambiguity</li> <li>• Excellent facilitation, conflict resolution and interpersonal skills</li> <li>• Effective presentation skills with ability to prepare and communicate information to leaders</li> <li>• Ability to generate professional, clear written communications appropriate for the intended audience</li> <li>• Demonstrated ability for self-direction and initiation</li> <li>• Proven customer service skills</li> <li>• Proficient with Microsoft Office Applications.</li> <li>• Strong negotiation and delegation skills.</li> <li>• Ability to make judgments in demanding situations.</li> </ul>

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>X</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>

## UW HEALTH JOB DESCRIPTION

	standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.			
	<b>Light:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.