

JOB DESCRIPTION

POSITION: Practice Administrator

DEPARTMENT: Administration

REPORTS TO: Physician/Owner

JOB SUMMARY: This full-time position oversees the day-to-day operational functions for the medical practice, ensuring that quality patient care and outstanding customer service are consistently delivered and the practice runs smoothly and successfully.

EDUCATION AND EXPERIENCE:

1. Five (5)+ years as a medical Practice Administrator

ESSENTIAL SKILLS AND ABILITIES:

1. Superior interpersonal and communication skills to support staff and provider functions and customer service needs.
2. Management and organizational skills to support the Physician/Owner.
3. Ability to follow or provide verbal and written instructions.
4. Able to communicate effectively in English with sufficient grammar and spelling skills to avoid mistakes and misinterpretations.
5. Excellent math and analytical skills.
6. Superior organizational skills.
7. Trustworthy and reliable.
8. Attentive to detail and accuracy.
9. Professional, "on-brand" appearance and demeanor.
10. Knowledge of medical billing and coding, including CPT and ICD-11.
11. Knowledge of state and federal regulations relevant to this position including HIPAA, OSHA, CLIA, MACRA and other related entities.

RESPONSIBILITIES (including but not limited to):

- Provides leadership in successfully implementing business plans for the practice.
- Recommends, develops and helps implement improvements for the practice.
- Keeps Physician/Owner apprised about current trends, problems or other vital information and issues regarding the practice, patients and/or staff.
- Assists providers to ensure all resources are available for quality patient care.
- Ensures clinic compliance with all regulatory agencies governing small businesses, health care delivery and the rules of accrediting bodies.
- Continually monitors to ensure operations and physical property are optimally maintained.
- Creates agendas, schedules and leads staff meetings.

- Assists in managing practice managed care relationships, including monitoring of related reimbursement, negotiation with third party payers, provider credentialing, and maintenance of contracts.
- Maintains professional affiliations and enhances professional development to keep current in the latest health care trends and developments and keeps Physician/Owner apprised.
- Adheres to all safety policies and procedures in performing job duties and responsibilities while supporting a culture of high quality and great customer service.
- Ensures providers are up to date with all licensing, professional affiliations and/or fees necessary to practice in good standing.
- Assists the Chief Financial Officer in overseeing the business and financial affairs of the practice to maximize profitability.
- Enhances operational effectiveness, emphasizing cost containment without jeopardizing quality of care or innovation.
- Coordinates computer systems, including software updating and daily backup.
- Responsible for accurate posting and adjustments related to patient services.
- Oversees patient/insurance charges, billings, payments, collections and refunds.
- Ensures regular and accurate electronic claim submissions to insurance companies.
- Oversees accounts receivable activities.
- Ensures correct daily bank deposits, credit card transactions, change envelope and reconciles petty cash.
- Reconciles day sheet with fee sheets.
- Creates monthly financial reports and quarterly bonus reports.
- Manages postage meter and post office activities.
- Addresses staff or patient complaints and resolves problems.
- Responsible for recruitment, interviewing, hiring, training and development of staff, performance reviews and when needed, disciplinary actions and terminations.
- Maintains an effective system for employee personnel files and records ensuring legal documentation.
- Oversees staff scheduling to ensure adequate coverage in all departments.
- Perform all prospective employee reference checks. Ensure compliance with all government agencies regarding human resources.
- Establishes, oversees, implements and/or updates Employee Handbook and practice operating policies and procedures.
- Provides leadership and guidance to staff and ensure high employee morale and professionalism.
- Effectively communicates relevant information to staff in a timely manner.
- Establishes a high-performance staff that is efficient, knowledgeable, service oriented and shares responsibility for attaining the goals of the practice.

Send resume to Dermatology Center of Atlanta: Glenn.Gray@dermatology-atlanta.com.