

POSITION DESCRIPTION

Department: Business Office	
Title: Assistant Revenue Cycle Director	
Date Created: 10/27/2025	Reports to: Revenue Cycle Director
Next Review Date: 10/27/2027	Approved by: <u>AK</u> Brant Trueman (Nov 8, 2025 18:51:17 MST) (Administrative Dept. Signature)

POSITION STATUS: ☐Hourly ☒Salaried

POSITION SUMMARY

Assistant Revenue Cycle Director supports the Revenue Cycle Director in overseeing the operational, administrative, and financial functions of Patient Access, Health Information Management (HIM), Billing, and Collections. This role ensures efficient revenue cycle processes, compliance with federal and state regulations, and contributes to the hospital's financial sustainability and patient satisfaction. The Assistant Revenue Cycle Director will play a key role in implementing and monitoring revenue cycle activities, coordinating with clinical and administrative teams, and supporting process improvements in a fast-paced rural healthcare environment.

DUTIES & RESPONSIBILITIES

1. Assist in managing daily operations of the revenue cycle, coding, billing, follow up, cash posting, denial management, utilization review, and compliance, to ensure accurate and timely revenue capture.
2. Support the Revenue Cycle Director in developing, implementing, and evaluating policies and procedures to optimize revenue cycle efficiency and compliance with hospital, state, and federal regulations (e.g., Medicare, Medicaid, HIPAA).
3. Coordinate with management and supervisory personnel in Patient Access, HIM, Billing, and Collections to streamline workflows and ensure seamless integration with clinical departments.
4. Monitor and maintain the hospital and clinic's Charge Description Master (COM), ensuring accurate and up-to-date coding and pricing in collaboration with the Revenue Cycle Director.
5. Track key performance metrics (e.g., accounts receivable days, denial rates) and assist in establishing processes to maximize reimbursement and cash collections.
6. Support timely and accurate patient billing processes, addressing denials and ensuring compliance with payer guidelines (e.g., Washington Apple Health, Premera Blue Cross).
7. Analyze daily, weekly, and monthly productivity and financial reports, preparing data and summaries for the Revenue Cycle Director as requested.
8. Other duties as assigned.

QUALIFICATIONS

- Minimum two years of experience in healthcare revenue cycle management, with at least one year in a supervisory or leadership role.
- Knowledge of federal, state, and third-party payer regulations, including Medicare, Medicaid, and commercial insurance guidelines (e.g., Premera Blue Cross).

- Proficiency in patient accounting systems (e.g., Epic, Gerner, or similar) and Microsoft Office (Excel, Word).
- Strong analytical and problem-solving skills, with attention to detail in financial and operational reporting.
- Excellent communication and interpersonal skills to collaborate with diverse teams, including clinical staff, payers, and patients.
- Demonstrated organizational skills, with the ability to prioritize tasks and manage multiple responsibilities in a fast-paced environment.
- Ability to meet physical requirements of the position, including prolonged computer use and occasional lifting of files/equipment.

DUTIES & RESPONSIBILITIES

- Bachelor's degree in healthcare administration, business, or related field.
- Certification in Healthcare Financial Management or Revenue Cycle Management (e.g., CHFP, CRCR).
- Experience in a Critical Access Hospital or rural healthcare setting.
- Familiarity with Washington state healthcare regulations and payer systems (e.g., Apple Health).



Our Values

The Values at Lake Chelan Health provide fundamental guidance to all staff in creating an exemplary patient experience and a wonderful environment for staff to care for our community. The Values of Lake Chelan Health ensure we consistently meet our Mission: *To Provide the highest quality healthcare with compassion and respect to the community we serve.* The Values at Lake Chelan Health Support our just culture – one of an accountable organization, that develops strong systems, treats all staff with respect and equity, and encourages employees to take responsibility for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees across all levels and disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our region a better place to live.

Mission: To provide the highest quality healthcare with compassion and respect to the community we serve.

Values: Relationships, Integrity, Compassion, Respect, Excellence

Relationships

We hold relationships as a foundational value for all interactions. We seek first to understand in all relationships- patients, coworkers, and our community.

At Lake Chelan Health we will:

- Place the highest value on developing and maintain sincere relationships with those we interact with.
- Expect more from ourselves than we expect from others.
- Empower each other to carry out tasks and actions.
- Foster growth and improvement in our peers and our teams
- Include those closest to the problem when making decisions.
- Create a working environment that encourages working to the "top of one's license"
- Seek to create a working environment that we enjoy, and patients trust.

Integrity

We demonstrate strong behavioral and ethical standards. We are accountable to our patients, our peers, and our community to these high standards in all our actions.

At Lake Chelan Health we will:

- Always do the right thing for our patients and their families.
- Work to earn the trust of those we serve.
- Communicate in an open and honest manner with the highest of ethical standards.
- Trust others while seeking, allowing, and expecting open and honest feedback.

Compassion

We treat every interaction with compassion, valuing every experience and story that our patients and their families bring with them. We seek to heal the whole person.

At Lake Chelan Health we will:

- Treat each patient, family, and caregivers with kindness and caring.
- Be respectful and understanding of the needs of our diverse community.
- Treat all of those we serve with humility, equity, and understanding.
- Provide care with grace and humanity.

Respect

We place a priority on equality and inclusion on a daily basis, honoring the dignity and worth of each individual.

At Lake Chelan Health we will:

- Honor our differences, regardless of issue.
- Celebrate the accomplishments of those we work with.
- Interact with humility and understanding.
- Be open minded and appreciate the perspectives and life experiences of all.
- Acknowledge and celebrate diversity in our community and our organization.
- Encourage transparency – encourage constructive identification of problems and take concerns directly to those involved.
- Communicate expectations clearly, dealing with content not assumptions.

Excellence

We demonstrate a full commitment to providing the highest level of quality and value in all aspects of our work, including operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify a just culture by focusing on improving systems – and treating staff equitably.
- Report errors, systems issues and provide solutions to improve, and not blame.
- Seek opportunities for continuous improvement in all our works.
- Use education and training as the foundation for improvement.

PHYSICAL REQUIREMENTS ANALYSIS

Department: Business Office

Job Title: Assistant Revenue Cycle Director

Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hours of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
☐	☐	☒	☐	Walking
☐	☐	☒	☐	Sitting/Standing
☐	☒	☐	☐	Reaching: Shoulder Height
☐	☒	☐	☐	Above Shoulder Height
☒	☐	☐	☐	Below Shoulder Height
☒	☐	☐	☐	Climbing
☐	☒	☐	☐	Pulling/Pushing: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Lifting: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Carrying: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Crawling/Kneeling
☐	☒	☐	☐	Bending/Stooping/Crouching
☐	☒	☐	☐	Twisting/Turning
☐	☒	☐	☐	Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

☐ Unprotected heights

Harmful physical agents:

Lighting: ☒ Bright

☐ Heat/Cold

☐ Dim

☒ Noise

☐ Mechanical hazards

☐ Ionizing/non-ionizing radiation

☐ Hazardous substances

☐ Infectious diseases

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

Vision:

☐ Good

☒ Correctable

☐ Blind

Color Vision:

☒ Normal

☐ Impaired

Hearing:

☒ Normal

☐ Moderate Loss

☐ Deaf

Manual Dexterity:

☒ Good

☐ Fair

Talking/Speech:

☒ Normal

☐ Moderate Loss

☐ Mute

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description, and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date

Job Description Asst. Rev Cycle Director 2025

Final Audit Report

2025-11-09

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