**NON-OHIP BILLING AND COLLECTIONS CO-ORDINATOR**

The Patient Accounts team within Sunnybrook Health Sciences Centre’s Finance department has an opening for a Non-OHIP Billing and Collection Coordinator. This *full-time contract position* (covering Maternity leave) will play an important role within this fast paced department responsible for billing and collecting revenues across the Hospital. Working with the Accounts Receivable Manager and Supervisor, Senior Leadership, Physicians and Patients this role will have responsibility for ensuring that all care provided to non-OHIP patients is billed and collections are optimized, while providing leadership for the other Non-OHIP coordinators on the team.

**Summary of Duties:**

**Optimize the billing and collection of non-OHIP patient revenues by performing the following duties:**

**One time:**

1. Design and implement optimal processes to ensure all non-OHIP care provided across the Hospital is identified and billed in a timely manner and at the appropriate rate.
   * Design and implement billing and collection process for both hospital and physician billing for this patient population.
   * Identify process inefficiencies and standardization opportunities within non-OHIP billing processes and implement corrective processes and procedures.
   * Design policies and procedures to optimize the collection of deposits from non-OHIP patients.
   * Establish price lists for common non-OHIP procedures.
2. Ensure that senior leaders, Hospital staff (including billing staff) and physicians clearly understand the billing policies and procedures for non-OHIP patients.
   * Provide guidance, training and support to enable adherence to these policies and procedures.
3. Develop and monitor relevant KPI’s to proactively identify issues and trends.
4. Prepare reports and presentations as required by Senior Management. Oral presentations to Senior Management may be required.
5. Other duties as required.

**Ongoing:**

1. Support the Preferred Accommodation Coordinator role by updating policies and procedures when necessary to optimize the collection of deposits from non-OHIP patients.
2. Lead collection efforts for non-OHIP patients to maximize recoveries by:
   * + Enforcing collection policies and procedures.
     + Negotiating collections from patients with identified financial challenges.
     + Liaising with insurance companies as necessary to facilitate payments.
     + Identifying problem accounts and determining when they should be referred to the Hospital’s collection agency.
     + Liaising as required with the Hospital’s collection agency to enable their success.
3. Preparing and providing ongoing status updates to the Manager summarizing collection efforts and identifying key issues. Update and design new processes and procedures as appropriate to ensure all non-OHIP care provided across the Hospital is identified and billed in a timely manner and at the appropriate rate.
4. Identify process inefficiencies and standardization opportunities within non-OHIP billing processes and implement corrective processes and procedures.
5. Proactively seek opportunities to increase non-OHIP revenues by staying abreast of funding changes and networking with peers, along with developing new processes and procedures as required to effectively capture these revenues.
6. Regularly review non-OHIP rates to ensure optimal pricing.
7. Ensure that senior leaders, Hospital staff (including billing staff) and physicians clearly understand any changes made to the billing policies and procedures for non-OHIP patients.
   * Provide guidance, training and support to enable adherence to these policies and procedures.
   * Act as the subject matter expert for complex non-OHIP related questions and issue resolution.
8. Develop and monitor new relevant KPI’s to proactively identify issues and trends.
9. Prepare reports and presentations as required by Senior Management. Oral presentations to Senior Management may be required.
10. Other duties as required.

**Qualifications and Skills:**

**In order to succeed in this role, the successful candidate must possess the following required and preferred qualifications and skills:**

**REQUIRED:**

* Completion of a degree in Business Administration or equivalent.
* Minimum 5 years billing and collection experience. Hospital experience preferred.
* Exceptional verbal, customer relations and negotiation skills, with a strong customer centric approach.
* Ability to deal directly with patients and families with sensitivity, patience and discretion.
* Excellent organizational and time management skills with the ability to perform multiple tasks and meet competing demands in a fast-paced and time-sensitive environment.
* Demonstrated ability to work independently and in a team environment. Include coaching and mentoring other team members.
* Excellent written and oral communication and presentation skills.
* Advanced knowledge of MS Office suite of products (e.g. Word, Excel).
* Willingness to work flexible hours, especially during period and year ends.

**PREFERRED:**

* Understanding of Canadian immigration policies and OHIP eligibility requirements.
* Knowledge of OHIP qualification guidelines and Ministry of Health processes.
* Prior work experience in a healthcare setting.
* Experience using HCRM/MediAR or other healthcare patient billing systems.

***CANDIDATES MUST PROVIDE SALARY EXPECTATIONS. FAILURE TO PROVIDE WILL EXCLUDE CONSIDERATION FOR THIS POSITION.***