**Registration Practice Manager**

This positionsupports health care delivery at non-profit, federally qualified health center. This supervisory position is an integral part of the revenue cycle department and supports health care delivery in a high-volume system aimed at treating underserved populations.  Responsible for managing, hiring, training and scheduling of all patient access representatives at the front desk.  Focused on promoting excellent customer service, coordinating an effective, timely and accurate pre-registration, check-in, check out process of patients that conforms to agency’s goals and timelines for visit duration.  Monitors staff for accuracy, compliance, productivity and timeliness of staff.   Effectively communicates with other clinical departments and resolves problems and challenges as they arise.

**Why CrescentCare?**

Our mission is to offer comprehensive health and wellness services to the community, to advocate empowerment, to safeguard the rights and dignity of individuals, and to provide for an enlightened public.

We offer a broad range of health and wellness services for anyone and everyone who is seeking healthcare services in Greater New Orleans and Southeastern Louisiana.

**Services Provided**

LGBTQ Health & Wellness, Transgender Health Services, PrEP/PEP Services, Hepatitis C Services, STI Testing & Treatment, Additional HIV Support Services, Harm Reduction Services, Health Education, Medical Nutrition Therapy, Legal Services, Adult Primary Medical Care, Women’s Health, Pediatrics, Dental, Behavioral Health

**Our Offer to You: An Extensive Benefits Package!**

* All Employees are W-2 Status
* Employer Paid Benefits: Dental, Employee Wellness, Employee Assistance Program, Life Insurance
* 11 Paid Holidays, in addition to Vacation and Sick Days
* Medical Insurance (Two Plan Options)
* Vision Insurance
* Life Insurance
* Long-Term Disability
* Short-Term Disability
* 401(k) Plan – 1.5% Employer Contribution; additional Employer match with Employee

**Requirements**

* A minimum of five (5) years of experience in health care management and collections
* A minimum of Three (3) years of experience in effectively managing a high-volume health care registration desk
* Demonstrated technical skills to use electronic health record, incident reporting system, email, and other information systems
* Knowledge of billing and coding regulations and CMS regulations
* Knowledge of regulatory and legal requirements associated with billing activities
* Demonstrated strong of medical insurance billing and collections
* Demonstrated knowledge of ICD10, and HCPCS coding and medical terminology, as well as an overall understanding of managed care products (HMO, PPO, etc.) and Government Payers.
* Excellent problem-solving skills and ability to exercise judgment and discretion.
* Ability to handle multiple projects and escalated situations
* Understanding of pertinent regulatory guidelines such as HIPAA

**Education**

* High School Diploma or Equivalent,
* If hired written proof of highest completed education will be required

**Preferred Qualifications**

* Spanish Speaking Preferred
* Bachelor’s Degree
* Federally Qualified Health Centers
* Federally Qualified Health Centers (FQHC) billing guidelines
* Experience with eClinical Works

\*No Relocation Package Available

*We are an Equal Opportunity Employer and do not discriminate against employees or applicants on the basis of race, color, national origin, ethnicity, citizenship status, religion, age, gender identification, pregnancy, marital or familial status, gender or sexual orientation, veteran or military status, physical or mental disability, genetic information, or on the basis of any other status protected by law, and in compliance with applicable federal, state and local laws.*