



# San Joaquin General Hospital

*is recruiting for:*

## DEPUTY FINANCE DIRECTOR of PATIENT FINANCIAL SERVICES



**San Joaquin County  
Human Resources  
44 N. San Joaquin Street  
Third Floor, Suite 330  
Stockton, CA 95202  
Phone: 209-468-3370**

**SAN JOAQUIN**  
—COUNTY—  
*Greatness grows here.*

**Exempt Recruitment  
Announcement:  
0218-EH2100-EX**

### THE POSITION

San Joaquin General Hospital is offering an excellent employment opportunity for an experienced, dedicated leader to provide oversight and strategic direction of the revenue cycle process including Patient Access and Patient Financial Services departments to ensure timely and accurate reimbursement for hospital services rendered. This key senior management position is responsible for coordinating with the hospital Finance and Health Information Management departments to ensure accurate accounts receivable reporting, timely and accurate submittal of accounts receivable and general ledger system mapping; developing and implementing policies, procedures, and systems to ensure effective patient financial and demographic collection and retention; revenue capture and collection; contract payment and denial monitoring; regulatory compliance and standardization while exemplifying excellent customer service. In addition, the Deputy Director will be a resource to support and assist the San Joaquin General Hospital executive team in all areas of revenue cycle with HIPPA, Charge Description Master (CDM), Payor and regulatory requirements and changes, and acts as a consultant/advisor for revenue cycle throughout the organization including supporting education and training for all revenue and revenue cycle activities.

The ideal candidate is a motivated leader with a proven ability to manage staff, including professional and clerical staff; expertise in healthcare billing and collection practices and procedures, HIM processes and regulatory requirements; proficiency in utilizing software applications and database management; and strong verbal and written communication skills. At least ten years of management experience in a hospital, multi-facility, or clinic patient accounting department or related area is highly preferred.

### SAN JOAQUIN GENERAL HOSPITAL

San Joaquin General Hospital, a public hospital, established in 1857, is a 196-bed general acute care trauma center providing a full range of both inpatient and outpatient services. In addition to providing direct medical services, the hospital is active in providing education for health professionals through post-graduate residency programs in General Surgery, Internal Medicine and Family Practice and has trained over 3,000 physicians since the residency programs were established in 1932. The hospital also participates in clinical affiliations.



*San Joaquin County is an Equal Opportunity Employer*



### **EDUCATION**

From preschool to higher education, the County has it covered with an abundant array of public or private opportunities to learn and grow. The University of the Pacific, California State University, Stanislaus - Stockton Center, Humphreys College and Law School, National University and the San Joaquin Delta Community College offer a wide variety of choices for educational opportunities.

The county's 17 school districts provide families with a wide choice for children's educational development.

Housing is plentiful in San Joaquin County and is affordable when compared to other nearby areas.

Make San Joaquin County your new home. Housing ranges from new developments to historic homes found mostly in central Stockton and downtown Lodi.

San Joaquin County is a place where families can grow, learn, and experience the nature and beauty of the California landscape while benefiting from the unique opportunities - cultural, recreational, and educational - that the area provides.



### **AGRICULTURE**

The county is one of the most agriculturally rich regions in California and is the number one producer, statewide, of asparagus. Twenty-four thousand acres of county farmland is dedicated to production of this crop. In recent years, the leading crop in the county has been wine grapes, and wineries and vineyards have sprung up from Stockton to Lodi.



A land of beauty, recreation and natural riches, from the waters of the Delta to the numerous grape vineyards, San Joaquin County has it all.

San Joaquin County boasts seven cities and some of the finest opportunities in the state for boating, fishing, camping, history-gathering, or just plain fun in the sun.

Each city, as well as the unincorporated county areas, offers a unique opportunity to enjoy natural California beauty and nature, or music, arts and culture. Whatever your interest, it can most likely be found in San Joaquin County.

### **ARTS, CULTURE, AND RECREATION**

The arts and culture provide a much-needed respite from everyday worries and the Haggin Museum, San Joaquin County Historical Museum, and Stockton Children's Museum are popular spots.

The Stockton Symphony, San Joaquin County Ballet, and Stockton Civic Theater provide important experiences for children and adults. The multi-cultural community offers a diversity of views and opinions in its art and culture, providing a wealth of knowledge about past and present on canvas and stage.

Over 75 languages are spoken within the region and there is richness in the blending of cultures and ways that creates an air of celebration about individual customs, foods and cultures.

San Joaquin County government provides nine community parks for boating, camping, and picnicking, swimming and organized sports.

Individual cities and communities provide a host of other opportunities, from Lodi Lake Park and Nature Area to the Woodbridge Ecological Reserve. The County-owned and operated Micke Grove Park offers a zoo, rides and an historical museum to delight both children and adults. The San Joaquin Delta is one of the area's best kept secrets and offers some of the best boating in the state: more than 1,000 miles of waterways stretching from the Stockton Harbor to north of Sacramento and offering access to the San Francisco Bay.





# DEPUTY FINANCE DIRECTOR of PATIENT FINANCIAL SERVICES

## TYPICAL DUTIES

- ◆ Assist revenue cycle directors and managers in establishing reasonable goals and objectives as well as consistent reporting tools; monitors reports to ensure revenue and cash integrity; conducts periodic reviews and provides constructive feedback on performance or training issues.
- ◆ Facilitates the incorporation of regulatory requirement changes into operational procedures for revenue cycle departments; provides guidance on implementation of new requirements or applicable laws; maintains and disseminates regulatory requirements and communicates changes timely and effectively.
- ◆ Distributes information to educate, monitor, and provide feedback to employees and physicians regarding their role and the impact on revenue cycle, including any impact on reimbursement for services rendered.
- ◆ Facilitates the implementation of automation or electronic data exchange throughout the revenue cycle process.
- ◆ Monitors HMO/PPO contract implementation and payer performance related to accurate and timely payment, case management, unreasonable record requests and denial tracking; provides feedback to Contract Management team.
- ◆ Anticipates and plans accordingly to changes in the reimbursement environment; plans the appropriate procedures for compliance by revenue cycle departments to ensure maximum and appropriate reimbursement for services rendered.
- ◆ Evaluates utilization of systems and maintains standardization for systems related to revenue cycle; recommends and facilitates new and current system development specific to the needs of revenue cycle.
- ◆ Provides guidance and assistance in development of protocols and procedures to address bill holds and CCI edits, including tracking, monitoring, providing feedback to all revenue departments and physicians.
- ◆ Facilitates standardization of CDM, including utilization of systems, pricing and mark up policies and charge processing policies and procedures.

## TYPICAL DUTIES, cont.

- ◆ Facilitates standardization of CDM, including utilization of systems, pricing and mark up policies and charge processing policies and procedures.
- ◆ Monitors revenue department CDM compliance and utilization, charge processing accuracy and timeliness to assess performance levels of the department, identifies and mediates problem situations.
- ◆ Represents department on various committees that are related to managed care contracts and operations.
- ◆ Reports to the Chief Financial Officer; works directly with the Director of Managed Care Contracting, Finance Director and CFO on various initiatives and revenue cycle activities.

## DESIRABLE QUALIFICATIONS

**Education:** Graduation from an accredited four year college or university with a degree in business or hospital administration, public health or closely related field.

**Experience:** Four years of progressively responsible experience in healthcare patient accounting, preferably in a multi-facility or hospital and clinic environment. Ten years of management experience in healthcare patient accounting in a multi-facility, hospital and clinic environment is highly preferred.

**License:** Valid California driver's license.





## COMPENSATION PACKAGE

**Annual Base Salary: \$101,483 - \$123,365**

In addition to base salary, the County offers a Cafeteria Plan in the annual amount of \$24,023 which is considered the employer's benefit contribution and may be used to purchase medical, dental, and vision coverage. Depending on a candidate's health plan selection, premiums not paid by the Cafeteria plan allowance will be the employee's responsibility through a pre-tax deduction. Unused monies are paid as additional salary.

- ◆ A 2% employer contribution to the County's 457 Deferred Compensation Plan (valued from \$2,030 to \$2,467 annually)
- ◆ Vacation cash-out up to 8 days annually (valued from \$3,122 to \$3,796)
- ◆ 1937 Retirement Act Plan with membership in the San Joaquin County Employees Retirement System (SJCERA) and reciprocity with CalPERS
- ◆ 457 Deferred Compensation Plan with a 2% employer contribution
- ◆ 125 Flex Benefits Plan
- ◆ 12 days sick leave annually with unlimited accumulation
- ◆ 15 days of vacation leave (20 days after 10 years and 23 days after 20 years)
- ◆ 14 paid holidays per year
- ◆ 10 days administrative leave per fiscal year

**Potential Cashable Compensation:**

	Step 1	Step 5
Annual Salary	\$101,483	\$123,365
2% Deferred Comp	\$2,030	\$2,467
Vacation Cash Out - 8 days annually	\$3,122	\$3,796
Cafeteria	\$24,023	\$24,023
<b>Total</b>	<b>\$130,658</b>	<b>\$153,651</b>

## RECRUITMENT INCENTIVES\*

- ◆ Reimbursement of qualifying moving expenses up to \$2,000
- ◆ Vacation accrual rate consistent with candidate's total years of public service
- ◆ Sick leave credit up to 160 hours of unreimbursed sick leave from prior employer

*\*Recruitment incentives may be available. Incentives must first be approved by the San Joaquin County Administrator's Office.*

## APPLICATION AND SELECTION

Completed application package including supplemental questions must be submitted to the Human Resources Division.

Apply Online Today:

[www.sjgov.org/departments/hr](http://www.sjgov.org/departments/hr)

Or, submit your application, supplemental questionnaire and resume to:

San Joaquin County Human Resources

**Attn: Roman Plateau**

44 N. San Joaquin Street Suite 330

Stockton, CA 95202

Tel: (209) 468-7420

Fax: (209) 468-6271

If warranted by the number of applicants, applications may be reviewed by a screening panel. If utilized, the screening panel will select those most qualified to be considered for participation in selection processes.

*Final candidates will be interviewed by representatives from San Joaquin General Hospital Administration.*

***\*\*This position is exempt from the San Joaquin County Civil Service system. Appointments to exempt positions are at-will and are not governed by the Civil Service Rules.\*\****





## DEPUTY FINANCE DIRECTOR of PATIENT FINANCIAL SERVICES

### SUPPLEMENTAL QUESTIONNAIRE

Please submit responses to the following questions along with your employment application to the San Joaquin County Human Resources Division. Please number your responses and address each question separately and limit one page per question. When answering the questions below related to your experience, please provide a detailed description that includes **the name of your employer, your dates of employment, and your job title.** These questions will be reviewed by the screening panel in evaluating your qualifications.

1. Describe your management experience with multi-facility or hospital and clinic revenue cycle operations, focusing on your role in developing goals/objectives and reporting tools to ensure revenue and cash integrity. Include in your response to whom you reported and the number of direct and indirect staff supervised and the functions you directed.
2. Describe your experience utilizing healthcare software applications and database management. Include in your response if you possess experience with automation of implementation processes.
3. Provide an example of a policy you developed affecting patient financial and demographic collection and retention, revenue capture and collection, or contract payment and denial monitoring. Please outline the process in which it was rolled out to the department or organization and your role in facilitating this roll out.
4. Describe your experience interpreting federal and state regulations, contracts, or agreements. Provide an example of your role in implementing regulatory requirement changes into operational procedures.
5. Describe your experience with payer contracting and negotiation of contracts. Include the hospital/agency and your specific role in the process.

