Career Posting – Revenue Cycle Manager

The Community

AppHealthCare serves the vibrant communities of Alleghany, Ashe, and Watauga Counties nestled in the beautiful Blue Ridge Mountains in Northwestern North Carolina. Take a quick look around and witness the many expressions of community pride and southern hospitality – a smile from someone walking downtown, a thriving culinary scene, and plenty of outdoor adventure. We experience the beauty of four seasons, from white fluffy snow to colorful fall foliage. There is simply something special about these mountains and quaint small-town feels – come see for yourself!

Caring for Our Community

We are a local public health department and health center focused on and committed to improving our communities' health and well-being through compassionate, high-quality care. We have about 150 full-time/part-time employees. We are governed by two boards that provide strategic direction and oversight of agency functions. We have received numerous awards and distinctions for the care we provide and have recently achieved accreditation with honors. We are committed to caring for our community and providing excellent customer service.

Position: Revenue Cycle Manager – Administrative Officer II

Position #: 405-04-900

Location: 626 Ashe Central School Road, Jefferson, NC 28640

Salary: $53,748 - $84,936

Hours: Full-time, 40 hours per week, between 7:00 am and 6:00 pm to serve patients during normal clinic hours of operation, which are Monday-Friday, 8:00 am – 4:45 pm. Potential to work outside normal hours for client needs, special events, or public health emergencies

Closing Date: Until Filled

Job Summary: We are seeking a detail-oriented and experienced Billing Supervisor & Revenue Cycle Manager to oversee our billing operations, medical coding accuracy, and end-to-end revenue workflows. In this dual role, you will lead the billing team, optimize revenue collections, and ensure strict compliance with regulations, payer policies, and coding standards.

The ideal candidate possesses a strong background in medical billing and coding, financial reporting, and team leadership, with a proven ability to reduce claim denials, streamline revenue cycles, and maximize practice cash flow.

Major Duties & Responsibilities:

Supervision & Leadership

- Supervises billing, coding, and revenue cycle staff across multiple roles; hires, trains, schedules, assigns, and reviews work, and completes performance evaluations.
- Serves as the agency's subject-matter expert on billing, coding, and reimbursement.
- Trains and advises clinical providers and support staff on documentation, coding, and charge capture requirements.

Billing & Coding Operations

- Oversees and performs charge entry, claims submission, payment posting, and follow-up for all agency clinical services, including primary care, dental, behavioral health, and public health programs.
- Performs and supervises accurate CPT and ICD-10 code assignment and modifier use.
- Manages billing for all payer types, including NC Medicaid and Medicaid Managed Care (PHPs), Medicare, commercial insurance, self-pay, and sliding fee scale patients.
- Administers billing workflows, rules, and reports within the EHR systems.
- Resolves complex billing issues and patient account inquiries and complaints.

Revenue Cycle Management

- Manages the end-to-end revenue cycle, from patient registration and eligibility verification through charge capture, claims, denials, appeals, and collections.
- Analyzes claim denials and rejections, identifies root causes, and implements corrective actions to reduce denial rates and improve clean-claim rates.
- Monitors accounts receivable, manages aging, and directs collection and write-off activities in accordance with agency policy.

Financial Reporting & Budgeting

- Prepares and presents monthly and ad hoc reports on revenue, collections, A/R aging, denial rates, and payer mix for agency leadership and governing boards.
- Participates in budget development and prepares revenue projections.
- Develops and maintains the agency fee schedule and cost analysis, and administers the sliding fee discount program.
- Prepares or assists with Medicaid cost reports and other required financial reporting.

Credentialing & Contracting

- Oversees payer contracting for provider credentialing, monitors contract terms and reimbursement rates, and ensures payments are received as contracted.

For questions or more information, please contact AppHealthCare Human Resources:

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Compliance & Auditing

- Conducts routine internal coding and billing audits, provides feedback and education, and develops corrective action plans as needed.
- Ensures compliance with HIPAA, HRSA/FQHC program requirements, NC Division of Public Health Agreement Addenda, and federal, state, and payer billing regulations.
- Stays current on coding updates and regulatory and payer policy changes and implements necessary process changes.
- Supports external audits, site visits, and accreditation activities.
- Performs other related duties as assigned, including support during public health emergencies.

Minimum Education & Experience

Graduation from a four-year college or university and three years' experience in personnel, budgeting, research, or administrative management, preferably involving participation in the planning and management of a business or governmental program; or an equivalent combination of education and experience.

How to Apply

Complete an NC State Government Application for Employment (PD-107). The application is located on the NC Office of State Human Resources website. The application can be completed in hard copy or electronically.

A completed state application, including cover letters and resumes/CVs, should be sent to Human Resources by email to careers@apphealth.com or dropped off in person at the AppHealthCare Alleghany Health Center at 157 Health Services Road in Sparta, NC.

Benefits

We offer a variety of paid and voluntary employee benefits including retirement plans, health insurance, life insurance, paid parental leave, annual and sick leave, and more. For more information about benefits, visit our website.

AppHealthCare recruits team members who share our values of Integrity, Drive, Resilience, Service, and Community and actively support the overall public health mission of the agency.

AppHealthCare is committed to providing equal employment opportunity (EEO) to all persons. All recruitment and selection activities will be administered according to EEO principles to have a diverse workforce that reflects the population of the communities the district serves.

AppHealthCare is a recovery-friendly workplace.

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