

**Business Office Supervisor****Updated 1.20.2026**

- Ensures accuracy and timely billing is occurring in accordance with specific payer requirements.
- Monitors billing holds and coordinates needed information with other departments.
- Ensures accurate and timely billing of self-pay patients, outside facilities, and vendors.
- Monitors credit balances and collection agency activity
- Establishes and implements controls to ensure appropriate submission, billing, and payment cycles.
- Establishes and monitors auditing and billing office policies and procedures to ensure maximization of revenue for each department. Ensures that all guidelines are followed and all corresponding reconciliation and month-end reports are completed in an accurate and timely manner. Designs and compiles periodic financial reports for management to include analysis of revenue and medical service activity.
- Keeps current on reimbursement and billing issues as well as implementing the changes in the organization's current practices. Acquires and maintains thorough knowledge of federal and state legislative and administrative action affecting reimbursement; disseminates acquired knowledge to faculty.
- Analyzes, recommends, and implements policies and procedures as needed to maximize reimbursement for all services rendered in compliance with established third party guidelines.
- Coordinates system needs with relevant individuals.
- Delegates and monitors responsibilities at staff levels.
- Arranges for orientation and training of new employees within the department.
- Develops objectives and performance standards, monitors productivity and reviews employees' work on a periodic basis, and conducts annual performance reviews for employees within the department.
- Monitors compliance with organizational and administration policies
- Resolves patient, physician, and interdepartmental concerns.
- Creates and Tracks Business Office KPIs that are in alignment with top priorities of Integracare.

**Leadership**

- Actively participates in a variety of meetings serving as the subject matter expert on all things related to revenue management and financial compliance.
- Serves on the Integracare Leadership Team.
- Facilitates regular meetings with the business office team to help cascade new information in addition to receiving critical feedback.

- Provides pivotal input on key business decisions like implementation of new service lines or closing existing service lines.

**Job Status:** Full Time, Exempt

**Compensation:** \$60,000-\$100,000 annual salary commensurate with experience

**Work Location:** On-Site with opportunities to work remotely with approval from direct supervisor.