# Executive Director, Revenue Cycle and Business Operations

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TUMG Revenue Cycle
Location: Harahan, LA

**Summary**
The Executive Director will be a strategic leader responsible for advancing ambulatory revenue cycle (RCM), financial and technological advancement focusing on optimization, enterprise growth, and data-driven decision-making. This role will focus on developing and executing business strategies that align with growth priorities, leveraging analytics, AI relating to business operations, and predictive modeling to identify revenue opportunities, control costs, and improve financial performance across outpatient operations. The Executive Director will harness insights to guide strategic business planning, address challenges like no-shows and referral leakage, and position clinics for long-term success. By driving financial and strategic transformation, ensuring sustainable growth, competitive advantage, and high-value care for patients and communities.

Responsible for achieving and maintaining high functioning patient accounting processes across the organization. Develops and implements Patient Accounting policies and procedures that support organizational mission, vision and values while promoting efforts to improve the financial health of the organization. Ensures operation of data exchange across various platforms. Responsibilities of this role include the achievement of annual and periodic goals for statistical indicators of financial performance, in particular cash collections, maintaining the integrity of financial reporting and facilitating the efficient operation of functions and management of the Patient Accounting Department.

Drives revenue cycle operational performance and key financial metrics. Responsible for strategic planning to achieve revenue and reimbursement goals, while maximizing cash flow and ensuring compliance with federal and state regulations. This role involves identifying opportunities for financial improvement, formulating and implementing best practices, and maintaining fiscal responsibility for all revenue cycle activities. Additionally, this position sits on the Finance Committee and is the single source of leadership to all areas of the Revenue Cycle Team which includes Finance and Billing Software systems and staff while developing its strategic plan and ensuring all goals and objectives are met. Works with and manages analytical reporting requirements of teams, project managers, leaders and staff, mentoring, and scaling effectively with growth. Foster a culture of continuous learning, hiring top talent, holding rigorous technical discussions, and promoting high standards. Collaborate closely with product, data science, infrastructure, vendors, partners, and executive stakeholders to

align applications and drive innovation and technological decisions and efforts with strategic business goals. Implement best practices for workflows- scalability, observability, incident response, and reliability of all applications.

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**Required Knowledge, Skills, and Abilities:**

- Demonstrated leadership, diplomacy and relationship building skills.
- Excellent interpersonal, verbal and written communication, and presentation skills.
- Analytical reporting and staff benchmarking and report card outcomes accountability.
- Proven problem-solving, mediation, and negotiation skills.
- Strong overall technology foundation and understanding of the evolving landscape.
- Information Technology/Billing Software, preferably IDX experience in medical practices utilizing in-house billing, accounts receivable systems, electronic medical records systems, interfaces with hospitals, payers, and third-party clearing houses.

- Knowledge of governmental and private third-party payor regulations, compliance issues, and other insurance processing rules and regulations, accounting principles and procedures, ICD9, ICD10, CPT and HCPCS knowledge and experience with all aspects of the reimbursement cycle including registration, charge capture, data entry and claims submissions.
- Knowledge of Fair Debt Collection and HITECH Policies.
- Experience with compiling and analyzing data and producing focused/relevant reports for presentations to multiple stakeholders.
- Excellent organizational and time management skills.
- Demonstrated ability to prioritize and effectively manage multiple projects simultaneously and meet established deadlines.

**REQUIRED BACKGROUND CHECK:**

CMS requires TUMG to perform initial and monthly exclusion screenings on all employees and vendors who have access to PHI or patient billing information. SanctionCheck searches Office of Inspector General (OIG)- LEIE, General Services Administration (GSA) -System for Award Management (SAM) for compliance.

Additionally, TUMG performs screenings with the Louisiana Department of Health (LDH)- Louisiana Public Exclusions (LAM) databases for compliance.

These screenings ensure that individuals or entities excluded from federal healthcare programs are not involved in patient care or billing activities-protecting patients, preventing fraud, ensuring accurate claims, and maintaining CMS compliance.

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**Required Education and/or Experience:**

- Master's Degree: minimum four (4) years' experience with an emphasis on finance, ambulatory revenue cycle and IT transformations.
- 8 years of progressive revenue cycle leadership experience in a teaching hospital healthcare system or multi-location hospital environment.
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**Preferred Qualifications:**

- Experience with IDX suite of revenue cycle applications
- 10 years of progressive revenue cycle leadership experience in a teaching hospital healthcare system or multi-location hospital environment.
- 5- 8 years of experience dealing with rules/regulations of Medicare/Medicaid and other government payers as well as commercial insurers.
- Demonstrated experience in championing a compelling vision and leading by example while guiding a large team through transitions to new achievement
- Working knowledge of CACHE & SQL databases and languages as well as UNIX & Microsoft operational environments.
- Embrace a business mindset that involves thinking strategically to align engineering efforts with the overall business goals, prioritizing high-ROI projects, and cultivating an entrepreneurial spirit of ownership and continuous improvement within the teams.
- Extensive knowledge of IDX and patient portal software.
- Expert level competence in AR and Front-End operations management, financial systems, and data integration.
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Compensation Information
This position is classified as "exempt, salaried" and is assigned to pay grade UNCLASSIFI.
Tulane offers a variety of options to enhance your health and well-being so that you may enjoy more out of life now and in the future. Learn more about Life at Tulane as well as our Benefits and Pay. See our Candidate Resources to learn more about our hiring process and what to expect.

**How to Apply:**

This position will close on the date it is filled

Please Note: Depending on your role and the department in which you work, you may be expected to adhere to COVID-19 requirements, such as vaccinations and booster shots.

Click "Apply Now" to apply for this job.

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