

ABC Pediatrics

Manager Roles and Responsibilities

Business Manager:

- Reports to Partners
- Responsible for monthly accounting
- Tracking/enter data in accounting system
- Paying invoices/expenses
- Maintain & reconcile business accounts
- Update partners with monthly accounting reports
- Handle requests from accountants & pension company
- Monitor daily deposits to the computer system and bank account
- Responsible for collecting outstanding personal and insurance balances
- Claims submission
- Research outstanding items
- Appeal denied claims or process corrective claims
- Identify and correct coding errors
- Post all claim payments
- Dictation
- Make changes to Health Supervision forms
- Generate Partner reports for immunizations, tracking provider billings, etc.
- Prepare annual account reports for pension plan and Bilodeau Wells
- PCC Administrator along with Office Manager
- Trouble shoots computer programs
- Responsible for updating various parts of the software programs, i.e. codes/forms/tables
- Electronic Health Record Updates-administration privileges to make necessary changes to protocol
- Credential Providers with insurance companies
- Miscellaneous requests from providers as needed
- Answer patient billing questions
- Answer staff questions on benefits

- Maintain personnel files
- Payroll, track benefits and vacation

Office Manager:

- Recruits and oversees hiring of Front Desk staff
- Supervise Front Desk staff
- Reports to Partners
- Liaison to Partners for staffing issues and patient families concerns/complaints
- PCC administrator along with Business Manager
- Manage provider schedules: all updates via email or written requests using PCC software and Google calendar.
- Vacations: blocking of providers time making sure adequate availability if provider is out
- Along with Providers forecasts scheduling needs, block for holidays, vacations, increased sick call times, summer pre-college/school physicals, etc.
- Personnel reviews: Schedule annual reviews to assess employees based on hiring date
- Oversees rescheduling of patients keeping in mind special needs as identified with appropriate times
- Well visit scheduling: Newborn babies, balance providers, children with special needs flagged and followed by primary care provider
- Tracks NCQA and Meaningful Use and oversees meetings for quality improvement measures
- Special projects coordination
- Trouble shoot and coordinate repair issues with phone system and internet
- Ascertains that all release of information is appropriately following HIPPA guidelines
- Member of the practice improvement team

Nurse Manager:

- Holds regular nurse meetings
- Conducts annual reviews and present information to partners
- Mediates conflict between nursing staff
- Reports to partners
- Oversees Nurse schedule and when necessary backs up nursing staff when there is an absence
- Supervises and anticipates scheduling obstacles such as nursing staff vacations, illness, maternity leave