

REGULATORY COMPLIANCE MANAGER

Job Code	Pay Grade
10938	SM5a

Nature of Work

This is highly responsible managerial, administrative and technical work managing the day-to-day operations of the Ambulance Billing Services and Compliance sections within the Ambulance Billing and Financial Services Division of Safety & Emergency Services. The incumbent works closely with the Division Director to develop and implement policies and directives that comply with State and Federal regulations and guidelines that govern healthcare providers, specifically the Health Insurance Portability and Accountability Act of 1996 (HIPPA), Centers for Medicare and Medicaid Services (CMS) guidance, and other related healthcare regulations. This position requires a high degree of managerial skill; critical thinking skills; the ability to interpret and apply complex State, Federal, and local rules and regulations; and the ability to develop, trend, and improve workflows, processes, and procedures in a manner that ensures compliance with applicable regulations. This position requires a high degree of independent judgment and initiative. This position reports to the Division Director.

Minimum Qualification Requirements

- 8 years of progressively responsible technical, professional, and administrative experience in public administration, regulatory compliance, medical billing management, health services, or a related field that includes 4 years of managerial experience; or
- Bachelor's degree and 4 years experience as described above; or
- Master's degree and 2 years of experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- May require a college degree, occupational certifications, and specialized training directly related to the position's requirements.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Manages and oversees the daily business activities of the Billing Services and Compliance sections.
- Establishes goals and objectives for subordinate supervisors with an emphasis on maintaining compliance, maximizing revenue collection, and providing quality customer service.
- Provides management, support, and guidance to supervisors and subordinates related to business operations and problem resolution.
- Develops and implements a comprehensive compliance program that ensures the compatibility of the Division's processes, procedures, and policies with all applicable healthcare regulations and guidance
- Manages the completion, validation, and analysis of required HIPAA assessment and other related compliance assessments, including the development and implementation of action plans to address areas of identified risk
- Interprets proposed new or revised healthcare legislation and/or procedural changes and advises senior management regarding any potential impacts to the Division's operations and/or revenue as a result of the proposed changes.
- Works with other healthcare professionals and industry peers to identify, capture, and summarize issues impacting healthcare providers.
- Acts in an independent leadership role supporting and coordinating the activities and functions of the Pinellas County Compliance Committee.
- Identifies procedural and operational efficiencies and makes appropriate recommendations to the Division Director.

REGULATORY COMPLIANCE MANAGER (continued)

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Illustrative Tasks (continued)

- Develops and implements strategic plans in order to address regulatory or operational changes, or departmental needs.
- Acts as a liaison and provides oversight of contracted external billing vendors.
- Prepares related analysis, reports, position papers, recommendations, and presentations.
- Ensures programmatic and operational compliance with all associated rules, regulations, and department policies.
- Acts on behalf of the Division Director in his/her absence.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge and understanding of all Billing Services and Compliance functions within Ambulance Billing.
- Knowledge of Health Insurance Portability and Accountability Act (HIPAA), Centers for Medicare and Medicaid Services (CMS) guidance, and other related healthcare regulations and guidance.
- Knowledge of principles and techniques of effective communication.
- Skilled in advanced leadership techniques and practices.
- Skilled in the development of processes, procedures, workflows, and performance measures.
- Ability to evaluate and determine organizational goals and objectives.
- Ability to interpret and apply complex State, Federal, and private rules and regulations pertaining to health care providers.
- Ability to manage staff and prioritize duties appropriately.
- Ability to interact effectively, establishing good working relationships with staff, healthcare professionals, other county departments, regulatory officials, stakeholders, and the general public.
- Ability to communicate effectively, both written and orally, and to make effective presentations to a variety of groups.
- Ability to apply computer applications and software.
- Ability to plan, supervise and coordinate technical and administrative programs.

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Created	EEOC Code	Overtime Code
8/17	Officials & Managers	Exempt