

Helix Diagnostics – Senior Manager Billing

Accountability	Priority	% Time	Success Factors
Strategic Direction <ul style="list-style-type: none"> ▪ Optimize AR billing processes ▪ Design processes for billing of new products, assist in ramp-up and support ▪ Establish & maintain relationship with sales group to seamlessly onboard new client accounts and incorporate them into regular direct billed AR process ▪ Work with VP of IT and Data Analytics to establish relevant KPIs for the billing department, tracking and management of KPIs ▪ Works with manager to streamline processes, eliminate rework, uphold departmental structure & meet designated KPIs ▪ Identifies & implements solutions to problems and issues affecting accurate billing and follow-up activities ▪ Focuses efforts of team on proactive processes and continuous improvement ▪ Prepares annual Operating Plan and monthly Outlooks for the department and is responsible for adherence to plan/outlook 	3	20%	<ul style="list-style-type: none"> ▪ KPIs determined, updated and reviewed with LT monthly ▪ Agreed-upon KPI goals were achieved, plans established to improve unsatisfactory KPIs ▪ Minimal financial surprises experienced, issues/errors resolved fully and timely ▪ Positive feedback from LT received ▪ President project deliverables completed in a timely manner ▪ Continuous improvement actions identified & actions taken ▪ Variances to Plan were minimal, approved in advance and fully explained
Billing Operational Management <ul style="list-style-type: none"> ▪ Understand & document AR billing processes ▪ Maintain relationship with 3rd party billing company to enhance and elevate billing procedures ▪ Oversee & maintain direct billed AR process ▪ Past due reviews, support & follow up with team ▪ Biweekly reporting of billing department status & KPIs ▪ Maintains insurance & billing department protocols, procedures, objectives & quality assurance ▪ Monitor denials, follow-ups and claims proposed for writeoff, with the objective of minimizing losses ▪ Work with billing manager to analyze trends & factors affecting accounts receivable and take appropriate action to realign staff & revise procedures as needed ▪ Monitors timeliness of claims billed and paid/settled and manages team to promote improvement as needed 	1	35%	<ul style="list-style-type: none"> ▪ Processes are aligned, documented & communicated to involved parties ▪ Establish/maintain regular cadence of billing processes ▪ Minimal issues with 3rd party biller, issues resolved fully and timely ▪ Billing processes are functioning as intended ▪ Reduce/minimize past dues and writeoffs ▪ Reporting is completed timely and accurately ▪ Cash collection meets established KPIs
Talent Management <ul style="list-style-type: none"> ▪ Responsible for building, developing, mentoring and coaching team ▪ Responsible for the interpretation and communication overall organizational goals and the alignment to team directives ▪ Manage and prioritize team activities ▪ Source talent and participate in the selection process ▪ Facilitate regular one-on-one feedback meetings with direct reports ▪ Conduct performance reviews for direct reports ▪ Resolve escalated issues/remove hurdles preventing direct reports from accomplishing goals ▪ Fosters a spirit of teamwork and unity among department members ▪ Assist in identifying training needs and coordinate with billing manager 	2	30%	<ul style="list-style-type: none"> ▪ No avoidable loss of team members was experienced ▪ Escalated issues were addressed within 24 hours with a minimum of next steps ▪ Positive feedback from EE's was experienced ▪ Recognition of excellent performance was demonstrated ▪ Performance reviews were completed timely ▪ New hires demonstrated a positive cultural fit ▪ All direct reports understood how success is defined for their role
Business Oversight <ul style="list-style-type: none"> ▪ Attend one-on-one and team meetings with CFO ▪ Lead biweekly billing meetings with CFO and President ▪ Respond to CFO as assigned regarding corporate objectives ▪ Participate in a special projects and compile reports ▪ Confirm that processes align with overall corporate strategy 	4	15%	<ul style="list-style-type: none"> ▪ Core values were consistently demonstrated ▪ All meetings attended, on-time, prepared and engaged ▪ Positive feedback from LT team was received