

Patient Billing and Collections Manager (9360U),  
Optometry Clinic - 78171  
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=256851>

Downloaded On: May. 13, 2025 1:37am

Posted May 12, 2025, set to expire Jul. 1, 2025

<b>Job Title</b>	Patient Billing and Collections Manager (9360U), Optometry Clinic - 78171
<b>Department</b>	
<b>Institution</b>	University of California, Berkeley Berkeley, California
<b>Date Posted</b>	May 12, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Classified Staff
<b>Academic Field(s)</b>	Health Services Fiscal Services Administrative Support/Services
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**Job Description**

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**Patient Billing and Collections Manager (9360U), Optometry Clinic - 78171**

**About Berkeley**

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

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As a world-leading institution, Berkeley is known for its academic and research excellence, public mission, diverse student body, and commitment to equity and social justice. Since our founding in 1868, we have driven innovation, creating global intellectual, economic and social value.

We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our [Guiding Values and Principles](#), [Principles of Community](#), and [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for [supportive colleague communities via numerous employee resource groups](#) (staff organizations). Our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can [grow your career](#) at UC Berkeley.

## Departmental Overview

At the Wertheim School of Optometry & Vision Science, as part of a world- renowned university that embraces excellence and access, we foster an environment of trust and mutual respect, free expression and inquiry, and personal resilience and achievement. We demonstrate sensitivity and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. These principles serve us daily in our reasoning and actions and aid us in our decision making.

We educate an estimated 320 students annually. Our O.D. program is a 4 year program with clinical training provided at 2 campus clinics, multiple satellite clinics (community care), VA clinics, and external clinics across the country. Our one-year post-graduate residency programs provide advanced clinical education in specialty areas of optometry with placement on and off campus and our Vision Science program averages 40 PhD students.

The Optometry Clinic provides comprehensive optical care services to the entire Campus population and the general Bay Area community, with approximately 80,000 annual visits to Optometry Clinics at Minor Hall and the Tang Center. The Optometry Clinic is open 7 days per week and approximately 358 days per year.

## Position Summary

The Patient Billing and Collections Manager works under the direction of the Assistant Dean of Clinical

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Operations and provides oversight and guidance to support a team in billing and/or collection activities for the Herbert Wertheim School of Optometry and Vision Science optometry clinics. The annual billable revenue for the clinical operation is approximately \$13M. In the Summer 2025, the clinical operation is expected to nearly double in size with the opening of a new satellite clinic in Emeryville.

The manager directs subordinates to complete assignments using established guidelines, procedures, and policies and recommends new and revised procedures as needed. The manager is responsible for the accounts receivable, billing and follow-up for all patient medical and vision care billing including but not limited to VSP, EyeMed, UC Ship, Medi-Cal, Medicaid, Medicare, United healthcare and commercial contracts.

### **Application Review Date**

The First Review Date for this job is: 05/22/2025.

### **Responsibilities**

Participates in developing and monitoring operational and budget processes, staff FTE, finance, human resources, and space planning.

- Recommends hiring of new employees, salary actions, terminations, and performance ratings.
- Monitors staff performance related to customer service standards; takes action for immediate improvements in performance as needed.

Participates in the development and monitoring of policies and procedures for billing and collections team.

Assists management in the analysis of clinic patient flow systems; prepares recommendations to improve or enhance performance of clinic support activities as they relate to billing and collections.

### **Patient communications**

- Reviews and responds to patient customer service e-mails, phone calls and distributes and responds to complaints, compliments etc. as appropriate.
- Functions as a resource for resolving escalated clinical support service issues and concerns raised by patients and their families and/or members of the patient care team (physicians, nurses, front and back office staff).

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**Financial Intermediary**

- Claims ACH payments to Berkeley Campus for Optometry's VSP, Blue Cross, etc. service claims.
- Manages invoicing of and payment from Optometry's affiliated, externship Clinics and digital health.
- Reviews outstanding balances for unclaimed finance company payments etc.
- Ensures timely and accurate processing of cash deposits.
- Accounts Receivables Reconciliation to minimize collection claims.

**Audits Claims Billing Function**

- Develops and implements billing compliance program.
- Responsible for development and documentation of billing audit procedures.
- Works closely with IT, clinic management, faculty and staff to ensure billing policies and process meet current Federal, State and University guidelines and procedures.
- Assists in the development of communication tools for the anticipated upcoming changes to medical coding, clinical documentation and electronic charge capture.
- Assume responsibility for additional anticipated needs with respect to supplies, training, scheduling, and data collection for the roll-out of the project as needed.

**Required Qualifications**

- Solid knowledge associated with administrative processes to recommend, implement and monitor efficient outpatient clinical support services.
- Solid knowledge of and/or can quickly learn department clinical support operations, policies and procedures.
- Solid knowledge of insurance and claims-related processes.
- Knowledge of HR-related policies and procedures and fiscal/budget processes.
- Effective written and verbal communication skills.
- Effective decision-making, project and initiative leadership skills.
- Solid interpersonal skills in order to collaborate and problem-solve with diverse groups effectively.
- Solid supervisory skills to communicate and monitor established priorities, objectives and timelines.
- Solid knowledge of electronic/medical records systems.
- Must be computer literate.

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- Solid knowledge of business-related software programs.
- One or more years of experience in a professional billing office environment.
- Two or more years of Supervisory experience.
- Ability to supervise, schedule, and coordinate daily activities of subordinate staff and effectively manage multiple priorities in a fast-paced, dynamic environment.
- Solid knowledge of medical and insurance terminology, billing and/or collections internal procedures, and external regulations.
- Solid skills in quality customer service.
- Interpersonal skills to manage conflict and collaborate effectively with all constituent groups, including patients, physician offices, third-party payors, attorneys, outside agencies, and clinical and administrative personnel across departments.
- Solid leadership skills to coach and improve staff performance.
- Ability to provide thorough and accurate reviews of complex subordinate work and to oversee the coordination of ongoing tasks and projects over extended periods.
- Skilled in written and verbal communications, with the ability to effectively motivate others, to convey complex information clearly and concisely, and to prepare and present a variety of reports and analyses.
- Strong critical thinking skills, with the ability to quickly analyze and evaluate complex and difficult problems, determine appropriate levels of intervention, and develop and apply solutions.
- Proactive and assertive account resolution skills.
- Medical terminology experience.
- ICD, CPT4, HCPCS coding experience.
- Training in clinical support operations and staffing.
- Bachelor's degree in related area and/or equivalent experience/training.

### Preferred Qualifications

- Clinical licensing or Certification as Medical Assistant.
- Certified Professional Coder or Certified Professional Biller.

### Salary & Benefits

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate

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of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The budgeted annual salary range that the University reasonably expects to pay for this position is \$72,600.00 - \$101,000.00.

### How to Apply

- To apply, please submit your resume and cover letter.

### Other Information

- This is not a visa opportunity.

### Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

**SB 791 and AB 810 Misconduct Disclosure Requirement:** As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual

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harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

[UC Sexual Violence and Sexual Harassment Policy](#)

[UC Anti-Discrimination Policy](#)

[Abusive Conduct in the Workplace](#)

**Equal Employment Opportunity**

[U.S. Equal Employment Opportunity Commission](#) poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).

**To apply, visit**

[https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS\\_HRAM\\_FL.HRS\\_CG\\_S](https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_S)

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**Contact Information**

Please reference Academickeys in your cover letter when  
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**Contact**

N/A

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