



Job Description

Apply at lingraphica.com/careers

Job Title: Clinical Documentation Manager

Department: Sales

Reports To: Clinical Support Manager

Location: Princeton, NJ or Remote

Schedule: 9:00 a.m. to 5:00 p.m.

Travel: 0-10%

Purpose:

The Clinical Documentation Manager reports to the Clinical Support Manager and is responsible for leading and managing a team of Clinical Documentation Specialists. The Clinical Documentation Manager executes processes that result in efficient and effective movement of deals through the post-trial pipeline.

Essential Duties & Responsibilities:

- Oversees a Clinical Documentation Specialist team to facilitate achievement of sales goals
- Works with Clinical Support Manager to make decisions to achieve defined goals
- Creates, implements, and evaluates Clinical Documentation Specialist processes and procedures; assists with the development of cross-team operating procedures
- Conducts 1:1 traction meetings with direct reports
- Conducts quarterly and annual reviews of direct reports
- Tracks trends and issues to identify, resolve and prevent problems and notifies Clinical Support Manager
- Hires, trains, motivates, and helps develop ongoing professional development opportunities for direct reports
- Monitors and ensures balanced workloads of the Clinical Documentation Specialists
- Ensures workloads have coverage while direct reports are out of the office
- Develops/updates training schedules; ensures training on new procedures and of team members
- Provides coaching, feedback, and evaluation to direct reports
- Manages performance, corrective actions, employee development, and termination, notifying Clinical Support Manager of positive and negative trends thereof
- Works closely with Clinical Consulting (CC) Team, Funding and Benefits Team, and Revenue Cycle Management (RCM) Team to facilitate best processes throughout the pipeline
- Performs other duties and special projects as assigned

Education & Experience:

- Bachelor's Degree preferred, or equivalent combination of education and experience
- Minimum of 2 years' experience in a healthcare setting or healthcare industry, preferably in rehabilitative health and/or DME/Home Medical Equipment
- Two (2) or more years of experience managing a team, preferred
- Experience working with CRMs such as HubSpot to analyze, pull reports and identify trends, issues, and opportunities

cont.



Job Description (cont.)

Knowledge, Skills & Abilities :

- Knowledge of Medicare, Medicaid, and Commercial requirements
- Expertise in health insurance practices including coverage and benefits, determining eligibility, authorization processes, Medicare and Medicaid guidelines, and durable medical equipment
- Excellent written and verbal communication, listening, customer service, and organizational skills
- Ability to collect and analyze data
- Critical thinking and problem-solving skills
- Ability to effectively handle multiple and shifting priorities
- Proficient with MS Outlook, Word, Excel
- Working knowledge of HubSpot or other CRM software products

Work Environment & Physical Demands:

The Clinical Documentation Manager primarily works remotely and is expected to maintain a safe, productive work environment with secure internet access.

The ability to operate a computer with or without a reasonable accommodation is required.

Travel:

Travel to Lingraphica's home office and to cities within the continental United States for company-related meetings, conferences, and customer appointments may also be required 1-2 times per month.

Accommodations:

To perform this job successfully, an individual must be able to perform each essential duty and physical demand satisfactorily. The requirements listed above are representative of the knowledge, skills, and/or abilities and physical demands required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Last Updated: 9/21/21