



Western Washington Medical Group

Director of Patient Financial Services and Payer Strategy – Full Time

Date: 7/3/25

Location: WWMG Corporate Office, Everett

Western Washington Medical Group is a collection of primary and multi-specialty healthcare clinics in the greater Snohomish County region with more than 100 providers (and growing!). Our vision is to provide the best experience for patients and providers while serving market needs. Through three decades of serving the North Puget Sound region, we have proudly remained provider-owned and provider-run.

Because we are independent, our care decisions are not limited by corporate managers or corporate systems. And that means that our providers and our patients are free to make the best-informed choices together. The result is personalized state-of-the-art care, and that remains our shared goal, as we continue to follow our founding vision into our fourth decade of serving patients in North Puget Sound communities.

We work smarter, not harder, and foster a culture of communication and teamwork that makes life fun. We strive to help each other have a great work-life balance. We succeed together. We are offering a position of 40 hours per week with full health benefits, a generous 401k plan (profit sharing and match) and paid sick and vacation time. Free parking onsite at the Everett waterfront.

Summary:

Responsible for oversight of the planning, organization and performance of provider revenue cycle, and professional payer contracts.

Essential Job Functions:

Financial Services:

- Provide management and oversight of WWMG's billing and collections.
- Oversee planning, organization, implementation and management of all claim submission, charge capture, collection efforts and payment distribution in compliance with contractual, state and federal regulations.
- Establish policies and procedures necessary for the daily operations of the business office that adhere to establish facility and corporate policies.
- Use routine monitoring to oversee billing functions.
- Develop and maintain trending models, projections and performance benchmarking analyses.
- Facilitate work effort to bring continuous process improvement to related functions.
- Answer questions and provide training as requested by managers and physicians on billing, collections and coding questions.

Contracting:

- Management and development of all government and commercial payer contracts.
- Participate in payer negotiations.
- Coordinate and lead professional contracting and payer relations.
- Manage contract performance to ensure proper reimbursement.
- Model payer contract proposals.
- Report payer performance to WWMG's Board of Directors.
- Liaison between group and payers for operational and financial issues related to contracts.
- Work directly with the Quality Department on quality initiatives.
- Participate with payer meetings regarding quality performance.

Other:

- Participation in Executive Committee and BOD meetings providing billing, collection and contracting feedback.
- Participate in Corporate driven initiatives and projects.
- Decision support services through generation of practice management reports.

Professional Qualifications:

- Bachelor's Degree or minimum 10 years in medical billing management experience.
- Experience with electronic remittances, cash management and EMR processes.
- Payer relations experience desired including managed care programs.
- Fluent in CPT/ICD coding and auditing.
- Must be detail oriented, organized and able to work independently with a variety of personalities.
- Must be able to work on many different projects at one time under pressure.
- Strong analytic, problem solving and critical thinking skills.
- Outstanding written and verbal communication.
- Must be able to provide proof of legal authorization to work in the United States.

Working Conditions

Works inside under normal temperature conditions, with adequate light, ventilation and space. Works mostly alone, occasionally with others. Must expect moderate noise generated from computer printer, office machinery and talking. Must be able to work in a small or confined office space. Interaction is busy, constant and occasionally interrupted. Stress levels may be high. Requires ability to have personal transportation.

Physical Demands:

Must be able to tolerate intermittent physical activity, including sitting, walking, standing, stooping, carrying, bending, talking and use of hands to finger, handle or feel. The degree to which any of these is done depends on the techniques being used.

Must have sufficient freedom of total body movement in order to stand up and sit down at a workstation, be able to squat and/or stoop in order to lift at least 25 pounds. Must possess the physical traits to remain sedentary for most of the day and must be able to reach for items above shoulder height. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Important Notices:

This job description is not an exclusive or exhaustive list of all job functions that a team member in this position may be asked to perform. Duties and responsibilities can be changed, expanded, reduced or delegated by management to meet the business needs of the organization.

Benefits Include:

- Medical, Dental, and Vision Insurance
- AD&D, LTD and Basic Life are provided for all employees
- 401(k) plan with a generous profit share and match
- Vacation time negotiable based on years of experience
- 9 Paid Holidays per year
- Sick time accrued per Washington State law
- A family friendly and people focused workplace
- The opportunity to work for the best healthcare company in Washington

Our staff not only enjoys full benefits and professional growth opportunities, but also an environment noted for diversity, community involvement, intellectual excitement, and collaboration. We're interested in learning more about you and appreciate your taking the time to apply.

Schedule: Monday - Friday in person. Location: WWMG Administrative office on the Everett waterfront. Free parking.

Salary Range: \$125,000-\$150,000 per year, depending on experience, skill set, and education.

To Apply: please send cover letter and resume to: bclay@wwmedgroup.com.

Western Washington Medical Group is an Equal Opportunity Employer. We celebrate diversity and inclusion and welcome applications from qualified candidates, regardless of race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected veteran status or any other characteristic protected by applicable federal, state or local law.