



JOB SPECIFICATION for VICE PRESIDENT of REVENUE CYCLE MANAGEMENT

Company Overview:

Senior Dental Care (SDC) is the leader in delivering integrated, on-site dental care to long-term care and skilled nursing facilities, serving patients in over 1,500 locations across 15 states. The company model integrates insurance, sales, and provider businesses with principals of innovation, customer support and teamwork to deliver an unparalleled customer experience to homes with a customer satisfaction rating over 98%. Executing on this strategic philosophy resulted in rapid company growth with the revenue increases of 25%-30% annually over the last four years, more than doubling the size of the company. Included in its philosophy and important to our brand are the company values:

- caring fully for our customers and fellow employees
- driving for excellence and continuous improvement
- excelling through the power of teamwork and collaboration

Investor Overview:

Senior Dental Care is now backed by top private equity firm, [Serent Capital](#). Founded in 2008, Serent Capital is a leading lower middle-market private equity firm investing in high-growth software and services businesses that have developed compelling solutions that address their customers' needs.

Serent Capital has raised over \$1 billion in capital and invested in 40+ growth stage businesses. The firm takes a partnership orientation with management teams, helping growing businesses thrive by accelerating growth and achieving their goals.

The Position:

Senior Dental Care is seeking a process minded and customer-centric ***Vice President of Revenue Cycle Management*** with an exceptional track record of success to help lead the company through its next phase of growth. This will be a new role at the company, reporting directly to the CEO of SDC. It will also work closely with the executive team, Serent Capital, and the Board of Directors in developing and managing an efficient and effective revenue cycle management function.

The VP of RCM will be a key partner in the customer team and will partner cross-functionally with the Operations, Billing and Field Service teams to drive cohesive, well-planned revenue realization strategies with the goal of driving company growth and customer satisfaction. The VP will design, implement and manage all revenue cycle efforts, while managing a team of approximately 15 people (3 direct report Managers, who each have teams of 4-5 reporting to them).

Specific Responsibilities:

- Work internally with the collections team and cross functionally with other functional leaders to innovate or streamline processes to improve overall collections. Address specific collection issues with a customer-centric focus with a mind toward creating a collaborative and positive outcome for the company and support growth.
- Develop monthly processes to measure and monitor performance around revenue realization including billing, collections, write-offs and aging. Use reporting to develop insights and areas for improvement.
- Provide leadership to the collections team to build talent, teamwork, and collaboration, and leverage the successful company culture through the assessment, hiring, training, coaching, and retention of top talent. Foster a culture of accountability, professional development, and high-performance
- Analyze accounts receivable and bad debt reserves levels and reduce bad debt expense.

Required Experience:

- Proven track record of building and/or leading a healthcare revenue cycle management function
- Depth of knowledge about multi-state Medicaid collections process and market dynamics for Medicaid-reimbursed healthcare services and/or insurance products across multiple states
- Evidence of consistent, outstanding job performance (e.g., meeting/exceeding collections goal >90% of the time)
- Analytical/data-driven mindset with demonstrated ability to optimize collections operations such that Medicaid/insurance benchmarks are met or exceeded
- Experience implementing scalable systems, business process improvements and best practices for revenue collections
- Strong customer orientation with experience in consumer-facing collections
- Dental industry experience is preferred, but not required
- 10-15+ years of professional experience and at least 5 years of direct revenue cycle management experience

Desired Competencies and Skills:

- *Metrics-Driven Management Style Striving for Operational Excellence*
 - Inspired by building or transforming RCM functions and operational structures
 - Data and metrics driven with an analytical and consultative mindset
 - Entrepreneurial with ability to operate effectively with high degree of autonomy
 - Hallmarks of resilience and agility in problem solving
 - Experience structuring, tracking, and improving KPIs and metrics
- *Outstanding Communication & Collaboration*
 - Effective communicator with the ability to articulate a clear vision and value proposition to key stakeholders
 - Proven ability to be an effective team member and work productively and cross-functionally within an organization of <200 people
 - Thrives in fast-paced and rapidly changing environments
 - Executive presence with regular interaction with C-suite and board of directors
 - History of building effective and strong internal and external relationships

- *Proven Leadership Skills*
 - Open, engaging, action-oriented leader who inspires and holds others accountable
 - Strong leader, capable of identifying, encouraging and leading organizational and team professional development with a history of followership
 - High energy, driven, and confident with high EQ
 - Self-motivating, self-aware, self-disciplined, self-improving, independent, and proactive

Location:

Overland Park, KS

Compensation:

Competitive base and bonus as well as meaningful equity opportunity. In addition, this position received company benefits that include medical, dental, vision and life insurance, as well as 401k and paid time off.