



Department of Employee Relations

Cavalier Johnson
Mayor

Harper Donahue, IV
Director

Molly King
Employee Benefits Director

Nicole Fleck
Labor Negotiator

Job Evaluation Report

City Service Commission Meeting: July 22, 2025

Milwaukee Health Department

Current	Recommended
Accounting Coordinator II PR 2FN (\$51,250 – \$71,754) FN: Recruitment rate is at \$62,528 (One Position)	Health Revenue Cycle Specialist PR 2IX (\$62,040 – \$ 86,854) (One Position)
Well Women Program Manager PR 1GX (\$70,501 – \$98,703) FN: Recruitment rate is at \$91,191 (One Position)	Health Project Supervisor - MBCCAP PR 1GX (\$70,501- \$98,703) FN Recruitment rate is at \$87,656 (One Position)

Note: Residents receive a 3% Resident Incentive Allowance.

The Milwaukee Health Department (MHD) has requested the repurpose of two positions within the department. Job descriptions were provided and discussions were held with Lindsey Nathan O’Connor, Health Human Resources Administrator, and Sarah Wallisch, Human Resources Representative.

Health Revenue Cycle Specialist

Background

The newly implemented OCHIN Epic patient management system, enables MHD to bill more consistently. This has created an added responsibility for a position to have more technical knowledge and ownership over the full revenue cycle, instead of solid knowledge of a single part of the revenue cycle.

MHD has requested one vacant position of Accounting Coordinator II within the Office of the Commissioner and Health Administration, Finance & Administration Section to be repurposed to a Health Revenue Cycle Specialist.

Milwaukee Health Department – Office of the Commissioner and Health Administration – Finance & Administration

Current	Recommended
Accounting Coordinator II PR 2FN (\$51,250 – \$71,754) FN: Recruitment rate is at \$62,528 (One Position)	Health Revenue Cycle Specialist PR 2IX (\$62,040 – \$ 86,854) (One Position)

Under the direction of the Budget & Administration Manager, this position will serve as lead in MHD revenue cycle & business billing activity for patient, internal, and external customers. This position will act as owner of revenue cycle management for all MHD patient billing, including fee schedule development and maintenance, charge creation processes, claim review and submission, remit posting and deposits, denial management, claim reconciliation, and quality control across all phases of the revenue cycle. It will utilize Epic OCHIN software and any required state systems to manage revenue cycle, manage receivables, and reconcile deposits in the City’s financial ERP.

This position will also own and manage billing and receivable processes as well as revenue estimation and revenue tracking from invoice to deposit for MHD business activities including vital records, health licensing, enforcement and permit fees, and lab services. This position will be the owner of all payment policies and revenue/cash control procedures. It will interface with City Comptroller, Treasurer, MHD programs, customers, and payment vendors to design and assure that MHD customer service is fast, effective, accessible, and accountable. Duties and responsibilities include:

- 65% Clinical Billing
 Leads MHD patient revenue cycle activities over all phases: registration, charging, claim management, AR management, quality review, and remit/deposit, for approximately 15,000 patient encounters per year and ~\$1M+ in gross clinical billing revenue. Creates, maintains, and updates MHD master fee schedule for clinical and laboratory fee schedules. Provides estimates, analysis, and regular reporting on MHD clinical billing, payment/remits, and revenue, as well as revenue metrics, to understand value and performance of billing activities.
- 20% Non-Clinical Billing
 Manages MHD’s processes and practices for non-clinical invoicing, payment, and receivables for business to business billing, billing for reimbursable patient care from non-insurance payors. Creates, updates, and regularly validates MHD payment practices, policies, and controls, including point of sale terminals and cash handling.
- 10% Revenue Services
 Works with MHD programs to find and grow opportunities to equitably and fairly increase revenue, both for patient-facing services as well as business-to-business services and other customer-serving activities.

5% Peripheral Duties

Participate in: department culture and wellbeing Initiatives; quality improvement (QI) projects to foster a culture of continuous quality improvement (CQI); Emergency Preparation activities and respond to broad impact events or Public Health Emergencies as required; a positive safety culture by engaging with safety initiatives, following safety policies and procedures, and reporting safety hazards and opportunities for improvements.

Minimum qualifications include Bachelor's degree, any field, and three (3) years of experience in health care revenue cycle management, financial planning or analysis, budgeting, bank or financial operations, or business operations. Equivalent combinations of education and experience may be considered; however, additional education may not be substituted for required experience. Experience administering processes in electronic health record software, including Epic, is highly desirable. Health care finance or administration experience is highly desirable as well but not required.

Comparison

This job evaluation focuses on the pay for similar titles in Southeastern Wisconsin. The Economic Research Institute (ERI), a salary survey to which DER subscribes provides this job description for Revenue Cycle Specialist:

Oversees a company's crucial financial tasks, specifically payment and collections. Administers third-party medical claims processing, billing and incoming payments for care of patients, calculating patient intake costs, and tracking accounts receivable to ensure accuracy. Handles questions, complaints, or problems from customers, insurance companies, Medicaid offices and their associated Managed Care Plans, Medicare regions and their associated Health Maintenance Organizations, and families regarding insurance payments; and executes necessary follow-up to avoid payment delays. Confirms that all of the information for claims billing is correct, and contacts the appropriate parties to obtain missing or unclear billing information. Reviews funding invoices to determine the correct billing method. Informs pertinent personnel of changes in Medicaid, MCO, Medicare, HMO regulations discovered by claim denials. Completes claim forms, assuring that all fields are complete and accurate, and attaches required documentation for payment. Follows up on all unpaid and denied claims, determines next course of action on denied claims (including rebilling missing claims), or sends additional information on pending claims. Interfaces with customers concerning all aspects of billing, and arranges special payment options if necessary.

Wage data from ERI for Revenue Cycle Specialist in Southeastern Wisconsin is in the range of \$63,403 at the 25% of the market, \$68,685 at the mean of market, and \$78,480 at the 90% of market.

The Bureau of Labor Statistics (BLS) categorizes Revenue Cycle Specialist occupation within SOC Code 13-2099, which refers to Financial Specialist, All Other. This occupation category encompasses financial professionals not classified elsewhere in the 13-2000 series, which includes various financial analysts and specialists. It's a "catch-all" for financial occupations that don't fit neatly into more specific categories.

Wage data from BLS for Financial Specialists, All Other (SOC Code 13-2099) in the State of Wisconsin is in the range of \$47,740 at the 25% of the market, \$69,630 at the mean of market, and \$108,760 at the 90% of market.

Analysis and Recommendation

These duties, responsibilities, and requirements are currently comparable to the work performed by the already classified Associate Auditor and Finance Specialist positions throughout the city. Based on this comparison, the recommendation is to classify this repurposed position as a Health Revenue Cycle Specialist in Pay Range 2IX (\$62,040 – \$ 86,854).

Health Project Supervisor – MBCCAP

Background

MHD has streamlined the Well Woman Program and has resulted in the Milwaukee Breast and Cervical Cancer Awareness Program (MBCCAP), which is a provider and coordinator of the Wisconsin Well Woman Program (WWWP), to discontinue providing mammograms, pap smears, and clinical breast exams at the Southside Health Center (SSHC). Instead MBCCAP has opted for an approach that focuses on care coordination in healthcare systems. MHD now coordinates these free services (mammograms, Pap tests, and multiple sclerosis testing) for WWWP clients with local healthcare systems. Shifting the responsibility from providing preventive health screenings to referring patients to healthcare systems enables MHD to concentrate on health equity through education, outreach, and enrolling residents into the program.

MHD has requested one vacant position of Well Women Program Manager, within the Clinical Services Division, Well Women Initiatives section be repurposed to a Health Project Supervisor – MBCCAP recognizing the discontinuation of MHD Mammography services in the WWWP narrows the scope of the program resulting in a reduction of staff, and a removal some of the mammography technical requirements of the position.

Milwaukee Health Department – Clinical Services Division – Well Women Initiatives

Current	Recommended
Well Women Program Manager PR 1GX (\$70,501 – \$98,703) FN: Recruitment rate is at \$91,191 (One Position)	Health Project Supervisor - MBCCAP PR 1GX (\$70,501- \$98,703) FN Recruitment rate is at \$87,656 (One Position)

Under the direction of the Deputy Commissioner of Clinical Services, the Health Project Supervisor - MBCCAP is responsible for providing overall management and coordination of the Milwaukee Breast and Cervical Cancer Awareness Program (MBCCAP) and the Wisconsin Well Woman Program (WWWP)

programs as well as strategically plan with other governmental and community organizations for women's health services. Duties and responsibilities include:

40% Administrative Supervision of MBCCAP (Wisconsin Well Women) Program

This includes but is not limited to: fiscal management; writing grants; program development; program implementation; program planning; developing, monitoring and evaluating contracts; monitoring performance outcomes for the Well Woman program; preparing and monitoring program budgets; collecting and analyzing data for data reporting; making recommendations for program priorities; selecting solution strategies and proposing action plans; and evaluating the effectiveness of program based upon reported information. Developing community collaborations for ensuring both programs are completing required outcomes and meeting State mandated objectives.

30% Client Services

The Health Project Supervisor - MBCCAP assures eligibility and enrollment of clients by ensuring that program staff are fully trained on requirements. This position works with community agencies, community health providers and community health clinics to increase enrollment in Well Woman program. This includes, but is not limited to, coordinating meetings, facilitating workgroups, preparing and disseminating reports and other data and information: Assuring inclusion of local providers in the ongoing program planning and changes, and monitoring abnormal client cases. The Health Project Supervisor evaluates Well Woman processes to ensure staff and community partners/providers are in compliance with Well Woman guidelines, initiates changes as needed to improve program processes, and provides guidance and direction when needed to ensure processes are followed. Ensures all protocols, policies and processes are met regarding program services. Ensures that all staff are trained on all protocols, processes and policies. Also ensures all staff are cross-trained in all aspects of the Well Woman Program.

15% Continuum of Care

Works with private, public, volunteer and governmental sectors in a community coordinated effort to assure continuum of care in the area of women's health to include breast and cervical cancer and cardiovascular disease. This includes, but is not limited to, referrals, education, training, case management and outreach. Outreach and education regarding Well Woman to community agencies, health clinics, hospital systems, public and private entities to increase awareness about both programs, increase patient screenings to ensure State mandated objectives for the program are met.

Peripheral Duties

5% Establish program policies and procedures for the Well Woman program assuring they meet federal, WWWP, ACR, ACS and labor relations guidelines and regulations; and identify, assess

and advise MHD on pending legislation and policy relevant to women’s health for breast and cervical cancer and cardiovascular disease.

- 5% Serve on local, state, and national committees and boards and advise on issues relevant to women’s health for breast and cervical cancer and cardiovascular risk reduction.
- 5% Participate in and promotion participation in Safety, Culture, and Wellbeing initiatives. Participate in Emergency Preparation activities and respond to Public Health Emergencies as required.

Minimum qualifications include Bachelor’s degree in health education, public health, nursing, social work, or related field from an accredited college or university. Two (2) years of progressively responsible experience coordinating public or community health programs; experience may include community organizing or collaboration, health program planning, development, implementation, and/or evaluation. Equivalent combination of education and experience may be considered.

Analysis and Recommendation

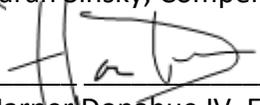
These duties, responsibilities, and requirements are currently comparable to the work performed by the already classified Health Project Supervisor – EFM, Health Project Supervisor – DAD, and Health Project Supervisor – WIC with in MHD. Based on this comparison, the recommendation is to classify this repurposed position as a Health Project Supervisor - MBCCAP in Pay Range 1GX (\$70,501 – \$98,703) with a recruitment rate at \$87,656.

Action Required – Effective Pay Period 17, 2025 (August 3, 2025)

* Please see submitted addendum to CCFN for Salary and Position Ordinance changes.

Prepared by: 
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