Patient Financial Services Rep.

Anderson Valley Health Center

**Job Description & Competency Assessment**

**EXEMPT (Y/N): N**

**SUPERVISOR: Patient Services Manager**

**SUMMARY:** All Patient Financial Services Representatives are to assist patients while maintaining a high standard of customer service. Calm and supportive, the PFS Rep. assist them in their request for services, conduct financial screening for government and non-government sponsored health programs, and AVHC’s sliding scale. A keen understanding of program eligibility and resource assistance to AVHC patients and other staff members is essential.

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| **ESSENTIAL DUTIES AND RESPONSIBILITIES:** |

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| 1. Screen patients and assist in enrollment for health programs such as Medi-Cal, CMSP, CDP, Healthy Families and Family Pact. |
| 1. Perform financial screening as needed to determine if patient is eligible for the sliding fee discount. |

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| 1. Proactively problem solve by directing or assisting patients and co-workers to appropriate resources within the clinic and/or outside resources |

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| 1. Communicate regularly with front line staff the criteria for choosing the correct payer codes. |
| 1. Set up a payment plan in accordance to Clinic guidelines and communicate it clearly with patient. |
| 1. Re-class patient accounts from private pay to appropriate program payer when eligibility is confirmed. |
| 1. Using the practice management system, enter charges for the services rendered and document on encounter form. |

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| 1. Post payments daily to accounts in practice management system. |

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| 1. Generate claims and perform billing function for Worker’s Comp and Private Insurance payors. |
| 1. Check the encounter form for accurate data entry and coding. Prior to patient leaving, correct any errors or omissions from encounter, get verification by provider if necessary. |
| 1. Recreate missing encounter forms for replication by providers for visit. |

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| 1. Efficiently and effectively answer, screen and route questions regarding sliding scale or other health program eligibility. |
| 1. Maintain knowledge and suggest procedure updates based on program eligibility changes. |

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| 1. Maintain patient Sliding Fee Scale files for complete documentation of records that will comply with all requirements of the annual audit and State and Federal regulations. |
| 1. Answer phones at front desk, make appointments, confirm appointments, take messages for providers or nurses and direct calls to appropriate clinic or community resource. |
| 1. Assist front desk staff with schedule patient follow up visits as patients check out. |
| 1. Assist patients needing access to care by referring patients to other resources within the Clinic and community when appropriate. |
| 1. Assist with the collection of encounter forms and any payments due from patients after their visit. |
| 1. Assist with the daily audit the encounter forms and resolve discrepancies prior to charge entry.. Responsible for auditing accuracy of encounter forms; correct payer, patient type, etc. before entering charges. |
| 1. Create and balance reports of daily encounters and daily charges entered at days end |

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| 1. Professionally represent AVHC through positive, courteous and professional patient contact. |
| 1. Adhere to the strict HIPAA law regarding health information protection. |
| 1. Maintain integrity of patient data, by verifying and correcting information within patient management system. |
| 1. Ensures customer satisfaction by analyzing complaints and/or suggestions and providing appropriate responses. |
| 1. Participates in continuous performance improvement activities. |
| 1. Demonstrate competent ability to utilize software, websites, phone system and other office equipment. |
| 1. Additional duties as assigned. |

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| **CITIZENSHIP:** |
| 1. Maintains work schedule |
| 1. Demonstrate willingness and ability to take on and/or learn new, additional duties. |
| 1. Rarely tardy, reports to work on time |
| 1. Adheres to Clinic Policies |
| 1. Act in a professional manner while performing duties listed in this job description. |
| 1. Maintains confidentiality of all patients and clinic information to include Protected Health Information (PHI) |
| 1. Support the Mission of the Clinic |
| 1. Provides excellent customer service and is able to work well with patients, staff and community |
| 1. Acts as a dependable team player and promote teamwork with other staff members. |
| 1. Attends meetings as required and/or requested |

**QUALIFICATION REQUIREMENTS:**

* Two or more years experience in related field, preferably in a dental or medical reception office.
* Ability to multi-task, organize and prioritize daily work.
* Proficient data entry and keyboarding skills.

**EDUCATION REQUIREMENT:**

* High School diploma or general education degree (GED).

**LANGUAGE:**

* Ability to read, write and comprehend English.
* Spanish fluency preferred.

**PHYSICAL REQUIREMENTS:**

1. Work is sedentary in nature. Prolonged sitting, talking, and listening on the telephone, writing, reading, and communicating one-on-one, typing, viewing video display terminal: 80% of time sitting, 10 % of time standing, 10% of time walking.
2. Must be able to lift up to 40 pounds and push up to 100 pounds (on wheels).
3. Must be able to hear while on the phone and those who are served in-person, and speak clearly in order to communicate information to clients and staff.
4. Must have vision that is adequate to read memos, registration forms and other clinic documents. Extended periods of time viewing computer monitor is required.
5. Must have high manual dexterity. Frequent repetitive hand and wrist motions.
6. Must be able to reach above the shoulder level to work, must be able to walk, bend, squat, sit for periods of up to 2 hours at a time, stand, stoop, crouch, reach, kneel, twist/turn, grasp and feel.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually average.

SUPERVISOR: PSR Manager

LINE OF PROMOTION:

POSITION: 🞎 Fulltime 🞎 Part-time

**Americans With Disabilities Act Statement:**

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential position responsibilities as listed in this position description either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis.

I am able to perform the essential functions of this job, with or without reasonable accommodations.

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