



EMPLOYMENT ANNOUNCEMENT

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| POSITION: | PATIENT ACCESS REPRESENTATIVE (2 POSITIONS) | DEPARTMENT: | HEALTH INFORMATION MANAGEMENT |
| SUPERVISOR: | CLINICAL APPLICATIONS/HIM COORDINATOR | STARTING SALARY: <i>(RISES BASED UPON EXPERIENCE/EDUCATION)</i> | HS: \$17.00 |
| CLASSIFICATION: | REGULAR, FULL-TIME | CLOSING DATE: | CERTIFICATE: \$17.85 |
| OPENING DATE: | JANUARY 12, 2024 | | ASSOCIATES: \$18.74 |
| | | | OPEN UNTIL FILLED |

MAJOR DUTIES:

- Schedule appointments and maintain and update appointment calendars. Scheduling appointments in accordance with scheduling guidelines per department patient care. Canceling, re-scheduling patient's appointments and/or entering no-show information. Assist with monitoring the electronic wait list.
- Greet persons entering facility, determine nature and purpose of visit, and direct or escort them to specific destinations. Maintaining a calm demeanor while working with the public. Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided. Interacting with both internal and external customers
- Ensures high quality services and support by maintaining maximum performance. Maintain and correct all data error reports in Patient Registration package for accuracy in a timely manner per week.
- Demonstrates respect and understanding of confidentiality for patients, staff, and others, maintains HIPAA Privacy Standards, by not openly using and disclosing protected health information.
- Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages, and scheduling appointments. Answer incoming calls in a prompt, courteous, efficient, and professional manner. Routes all calls to the correct extension within the facility.
- Interviews patient to obtain pertinent data and information for insurance and billing purposes, updating records data integrity, etc. Prepares and compiles the authorization for release of medical information, assignment of benefits and precertification. Gathers and compiles information/patient's current address of residency, insurance information, Certificate Degree of Indian Blood, Driver's License, Tribal Enrollment, Social Security Number. Obtains copies. Accurately interprets eligibility requirements to make eligibility determination to ensure that beneficiaries meet legal/contractual requirements for medical care and proof of address. Establishing and maintaining demographic information outpatient charts.
- Assesses eligibility and availability of alternate resources to refer to Patient Benefits Coordination. This position coordinates with the patient benefits coordinator by identifying and referring potentially eligible alternate resource patients for follow-up for the Benefits Coordinator.
- Schedules patient appointments efficiently, considering provider availability and patient preferences.
- Other duties as assigned.

THIS EMPLOYMENT ANNOUNCEMENT DOES NOT CONTAIN A COMPREHENSIVE DESCRIPTION OF ACTIVITIES, DUTIES, OR RESPONSIBILITIES THAT ARE REQUIRED FOR THIS POSITION. DUTIES, RESPONSIBILITIES, AND ACTIVITIES WILL BE REVIEWED PERIODICALLY AS DUTIES AND RESPONSIBILITIES CHANGE WITH NECESSITY.

MINIMUM QUALIFICATIONS:

APPLICANTS WITH CREDENTIALS THAT DO NOT MEET THE MINIMUM QUALIFICATIONS FOR THIS POSITION WILL NOT BE CONSIDERED.

- High School Diploma or Equivalent.
- Minimum of one year's medical office experience and/or customer service-based experience.

DESIRED QUALIFICATIONS:

- Associate's Degree in Business, Allied Health, or related field.
- Three years of medical office experience and/or customer service-based experience.
- Proficient knowledge of revenue cycle, medical terminology, and insurance requirements.

APPLICANTS MUST SUBMIT THE FOLLOWING ITEMS:

- Rocky Boy Health Center Employment Application
- Letter of interest/Cover letter
- Resume or Curriculum Vitae

RBHC HUMAN RESOURCES IS NOT RESPONSIBLE FOR ENSURING APPLICATION PACKAGE IS COMPLETE. ONLY THOSE APPLICATIONS PROPERLY COMPLETED AND RECEIVED ON OR BEFORE THE CLOSING DATE AT 4:00 PM WILL BE CONSIDERED FOR THE POSITION ADVERTISED. ALL EMPLOYMENT OFFERS ARE CONTINGENT UPON SUCCESSFUL COMPLETION OF A BACKGROUND CHECK AND PRE-EMPLOYMENT DRUG TEST. SUCCESSFUL APPLICANTS ARE SUBJECT TO A 60-DAY PROBATIONARY PERIOD.

SUBMIT APPLICATION:



In Person

Rocky Boy Health Center
Human Resources Office
6850 Upper Box Elder Road
Box Elder, Montana 59521



E-mail

rbhchr@rbclinic.org



Online

<https://www.rbclinic.org/employment>

APPROVED FOR ADVERTISEMENT:

DocuSigned by:
Joel Rosette
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Joel Rosette, Chief Executive Officer