

LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC

JOB DESCRIPTION

TITLE: PATIENT SERVICES REPRESENTATIVE I (PSR I)
DEPARTMENT: H.I.M
SUPERVISED BY: H.I.M DIRECTOR OR PSR II
CLASSIFICATION: FULL TIME NON-EXEMPT

POSITION SUMMARY:

Provides superior customer service to patients and visitors, by utilizing discretion, diplomacy and tact when interacting with both external and internal customers. Schedules appointments, creates and maintains new and current patient records, updates/verifies patient information and enters patient data into various electronic databases. Educates patients on facility policies, provides information regarding registration and eligibility process to help patients complete of patient registration and other required forms. Requests, audits and scans patient demographic and other information into the patient record. Runs insurance verification and verifies eligibility for services.

ESSENTIAL FUNCTIONS:

- Greets patients and visitors with a pleasant voice and demeanor.
- Answers phones and patient questions, provides information and schedules appointments, takes messages and directs patient calls to appropriate staff.
- Requests, verifies, inputs patient demographic, registration and insurance eligibility information as needed or when expired.
- Updates patient information within the electronic record accurately.
- Communicates with medical staff to coordinate – triage of patients, walk-ins, and emergencies.
- Processes and inputs/scans registration updates.
- Is able to effectively explain all policies and processes to patients as needed.
- May assist in scheduling of patient transportation as needed
- Creates new patient records as required.
- Completes records for data processing including PCC and in-house.
- Maintains accurate reporting information and audits forms and patient records for accuracy.
- Assures compliance with HIPAA, Privacy Act and Freedom of Information guidelines.
- Collects co-pays and other payments as required. Utilizes credit card processing and completes reconciliation of daily receipts as needed.
- Helps train other employees in processes as needed.
- Acts as back up for Medical Operator, Admin Reception, and Health Records staff as needed.
- May be assigned to various work sites depending upon staffing needs.
- Contributes to and participates in LCTH community events.
- Other duties as assigned.

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

- High School Graduate or GED
- Experience with electronic health records processes Understanding of medical insurance eligibility preferred
- Bilingual skills in English and Spanish preferred
- Proven data entry accuracy
- Must possess a high level of competency in organizational, communication and interpersonal skills
- Ability to establish and maintain effective working relationships with the general public, co-workers, elected and appointed officials and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex. Disability or political affiliation
- Ability to prepare and express ideas in writing and verbally

- Ability to understand and carry out oral and written instructions
- A valid California Driver's license is required
- Must be available for occasional travel to conferences, seminars and training
- Knowledge of the regulations regarding HIPAA, CMIA, and patient confidentiality
- CPR certification required after employed

All LCTHC employees are expected to:

- Provide the highest possible level of service to patients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the LCTHC policies and procedures as they may from time to time be updated.
- Demonstrates the core values and mission of the organization.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an Employee to successfully perform the essential functions of this job. Sitting / Mobility: Approximately 70% of time is spent working at a desk. Balance of time (approximately 30%) is spent moving around work areas. Communication: Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. Vision: Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. Lifting / Carrying: Ability to occasionally lift and/or move objects weighing no more than 25 pounds. Stooping / Kneeling: Ability to access files/stock supplies in low cabinets and shelves. Reaching / Handling: Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Utilization of standard office equipment, including: computer, telephone, calculator, copiers, and fax. Work is performed in an office/clinic environment; continuous contact with other staff and the public.

INDIAN PREFERENCE: Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT: LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and the success of LCTHC. Employees who are under the influence compromise LCTHC'S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

HIPAA Health Insurance Portability and Accountability:

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.

Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.

I have read and understand all aspects of this job description

Employee Signature

Date

Supervisor/Dept. Manager

Date

HR Signature

Date

BOD Approved 7/2019