

Anav Tribal Health Clinic Quartz Valley Indian Reservation

9024 Sniktaw Lane
Fort Jones, CA 96032
Phone: (530) 468-4470
Fax: (530) 468-4478



POSITION DESCRIPTION

TITLE: Business Office Generalist
REPORTS TO: Business Office Manager
LOCATION: ANAV Tribal Health Clinic/Quartz Valley Indian Reservation
SALARY: Negotiable, depending on experience
CLASSIFICATION: Full Time

SUMMARY: The Business Office Generalist under the direct supervision of the Business Office Manager shall be responsible for coordinating the Contract Health Service (CHS) program; entering PCC data and submitting claims to Third Party Payers; and performing a variety of duties involving clerical work relating to functions as the Alternate Resources Benefits Coordinator.

DUTIES AND RESPONSIBILITIES:

Contract Health Services Program Duties:

1. Shall efficiently be responsible for making sure patients are eligible for CHS services before any cost is incurred by following all current policies.
2. Shall consistently help patients identify alternate resources.
3. Shall skillfully create, track all denials and appeals, and consistently enter CHS denials into the RPMS system in a timely manner.
4. Shall enter referrals into the RPMS as needed. Shall efficiently send Medi-Cal a letter within 5 days and recheck in 30 days.
5. Shall obligate funds as they are eligible according to the current CHS policies.
6. Shall appropriately close referrals as needed.
7. Shall work closely with the Managed Care Committee and ATHC Providers regarding CHS policies, procedures, and appeals.
8. Shall learn and use all RPMS packages that pertain to the CHS Department.
9. Shall know all applicable CHS policies, current levels of care, documentation of events, filing, confidentiality and security of records.
10. Shall ensure that policies and levels of care are appropriate and administered appropriately.
11. Shall consistently keep all CHS charts in order and up to date.
12. Shall reconcile all lab bills against lab orders as they come in and monitor all incoming medical bills and distribute accordingly.

Billing Office and Data Entry Clerical Duties

13. Enters Medical, Dental, and Behavioral Health PCC data as needed.
14. Accurately posts all charges and submits claims for various Third Party Payers.
15. Posts payments received from patients and various insurance carriers.
16. Adjusts claims for all claim types (e.g. Medi-Cal, Medicare, Private Insurance, Sliding Scale, EAPC, etc.)

17. Files and maintains transmittals for billing and auditing purposes.
18. Shall be responsible for submission of PCC weekly and monthly reports through the RPMS, using the standard SOAP reporting technique or its equivalent.
19. Shall assist in the processing of all types of payments, claims, collections and follow-up procedures on delinquent and/or aging account; ensuring that all necessary data is adjudicated in a timely manner.
20. Shall be responsible for assisting in the quality assessment of coding, abstracting, and diagnosis assignments.

Alternate Resources Benefits Coordinator

21. Works closely with Patient Registration staff, Medical Providers, Biller, Accounts Receivable, and other referring agencies in screening for potential eligible patients.
22. Shall verify patient's eligibility for third part coverage such as Medi-Cal, CMSP, EAPC, and assist those patients that need to apply by helping patients fill out applications, set up appointments, and work with State Intake Specialist to assure there is as little inconvenience as possible to the patients.
23. Assist families and other interested individuals apply for alternate resources programs as well as educating patients on the use of the programs. Provides information on rights and responsibilities and benefits of enrolling with an alternate resource program, provides education to patients or seeks assistance in advising patients about nonpayment or approval of claims.
24. Exceeds merely explaining benefits or setting appointments, incumbent will also serve as an advocate by personal intervening the patient's case if denied or there appears to be an agency to patient conflicts/concerns with determining Alternate Resource agencies.
25. Works closely with all Health Care Providers, Tribal Agencies, Federal and State Agencies, Health Programs, Self-Governance programs and other organizations concerned with health care, in the identification and utilization of all alternate resources available to the Indian population and other patient population as requested.
26. Other duties as assigned.

QUALIFICATIONS:

1. Demonstrates the ability to work effectively with Native American people in culturally diverse environments.
2. Exhibits the ability to manage time well and work under stressful conditions with an even temperament.
3. Displays the ability to establish and maintain harmonious working relationships with other employees and the public.
4. Demonstrates the ability to understand and follow oral and written instructions.
5. Knowledge of HIPAA and privacy regulations and how it applies to the workplace.

REQUIREMENTS:

1. Must have a high school diploma or equivalency
2. Must have previous experience with Contract Health Services.
3. Must have basic office skills to include tele-communications, typing, telephone, filing, keyboard, ten-key adding machine, copiers, computers, Microsoft Office (Word, Excel, Power Point, and Outlook), etc.
4. Must have basic knowledge of the Resource Patient Management System (RPMS).
5. Must have basic knowledge of insurance billing/payment procedures.
6. Must have working knowledge of the IDC-9-CM/CPT coding system.
7. Must have basic knowledge of medical terminology, and anatomy or physiology.
8. Must have excellent mathematical skills and communication skills, both oral and written.
9. Must have good time management skills.
10. Must possess valid driver's license, good driving record, and be insurable by the Tribe's insurance carrier.
11. Must adhere to confidentiality and HIPAA policies.
12. Shall attend all required meetings and functions as requested.

13. Shall be readily available for local and out of the area travel as required for job related training.
14. Shall participate in trainings that are available and pertinent to the job.
15. Be bondable.
16. Ability to successfully pass a pre-employment drug and alcohol screening test and criminal background check.

Indian Preference:

In accordance with CFR 25, Part 276 and in accordance with Title VII of the Civil Rights Act, Section 701(b) and 703(i), preference in filling all vacancies will be given to qualified American Indian candidates.

Approved: _____
Health Board Representative Date

To apply, submit application and resume to: QVIR/Anav Tribal Health Clinic, 9024 Sniktaw Lane, Fort Jones, CA 96032. Fax: (530) 468-4478. Applications may be obtained by contacting: Health Administration (530) 468-4470

Acknowledgement:

I acknowledge that I have read and understand the attached job description. My signature below certifies that I am able to perform the essential duties and responsibilities of this position. I have also discussed any accommodations that I feel that I might need to allow me to perform these functions. I agree to abide by all administrative, medical policies and protocols of the Health Clinic.

Signature Date

Print Name