

JOB ANNOUNCEMENT

POSITION: Patient Office Business/Medical Clerk
SALARY : Grade 15 - 17; \$15.68. - \$17.01 per Hour DOE
SUPERVISOR: Contract Health Manager
DEPARTMENT: OCHF Business Office
DIVISION: Tribal Health
CLASSIFICATION: Non-Exempt
LOCATION: Owyhee, NV

OPENS: November 16, 2020

CLOSES: OPEN UNTIL FILLED

SPECIFICATIONS: All applications must be fully completed. Any incomplete, undated or unsigned applications will not be processed (Do not refer to the resume in lieu of making required comments on the application) Please attach all required documentation as specified in the Job Announcement. **Failure to attach required documents will disqualify you from consideration for this position.** Employment Applications are available at the Human Resource Department. Any questions regarding this position is to be directed to the Human Resource Department at the above listed telephone number.

Preference for filling vacancies will be given to qualified Indian Applicants in accordance with the Indian Preference Act (Title 25 U.S. Code, Section 472 and 473). However, the Shoshone-Paiute Tribes is an equal opportunity employer and all qualified applicants will be considered in accordance with the provisions of Section 703 (1) of the Title VII of the Civil Rights Act of 1964, as amended.

The Shoshone-Paiute Tribes application form for employment must be received by the Human Resources Office by 5:00 PM of the closing date of this job announcement.

All Interview notifications will be made by certified mail. It is your responsibility to notify HR if your mailing address and/or phone number changes.

In accordance with Shoshone-Paiute Tribes' Resolution No. 00-SPR-31, all new employees are required to pass a pre-employment drug/alcohol test.

THE SHOSHONE-PAIUTE TRIBES RESERVES THE RIGHT TO CONDUCT BACKGROUND CHECKS ON ALL NEW EMPLOYEES. In accordance with Shoshone-Paiute Tribes' Resolution No. 95-SPR-135

SPECIAL RECONSIDERATION: This position is subject to random drug testing and background check as a condition of employment. The position has access to sensitive Tribal and personal health information, direct personal patient contact, and financial data. Additionally, this position periodically operates a tribal vehicle (unless accepted under the provisions of the American Disabilities Act).

SUMMARY OF FUNCTIONS: The Owyhee Community Health Facility governed by the Shoshone Paiute Tribes is the principal tribal health care provider and health advocate for American Indians and Alaska Natives (AI/AN). The OCHF, Shoshone Paiute Tribes goal is to promote the highest possible health for the people of the Duck Valley Indian Reservation and designated areas within the PRC delivery area. The Accounting Specialist will be responsible for processing authorized medical claims received by non-tribal health care providers.

MAJOR DUTIES AND RESPONSIBILITIES:

- The administrative function is to process payment requests from vendors for PRC services received from PRC (CHS) beneficiaries.
- Must have knowledge and skill of Resource and Patient Management System (RPMS) of which includes Patient Registration, Contract Health Service, and Referred Care Information System and other tribal financial computer information systems.
- Coordinate the issuance of Purchase Orders for obligation of PRC funds and tribal financial payment requests of all medical vendor claims, to ensure accurate accountability of current and prior fiscal year ending obligations.
- Assist in department business activities, including but not limited to; budget preparation and monitoring, accounts management, requisitions and purchasing.
- Coordinate with non-tribal medical providers, patient business offices in obtaining vendor information, provider tax identification information, and updates system of information/records.
- Informs non-tribal providers of the Purchased Referred Care Rates per regulations.
- Will process claims utilizing Medicare Like Rates on various medical claims.
- Effective communication with contractor(s) for timely payment of services rendered.
- Claims pricing of health care services, explanation of benefits (EOB), utilization of alternate resources.
- Receives checks processed by tribal financial management and initiates the accounting by posting financial information into appropriate software.
- Accountable for receiving refund checks from medical providers, posting refunds on appropriate forms and computer database, presents for receipt of funds.
- Responsible for updating and monitoring all monthly patient invoicing payment files.
- Initiates referral to Benefits Coordinator for Coordination of Benefits.
- Function as a liaison for a variety of customers (e.g., private health care providers, tribal contractors, PRC beneficiaries, tribal representatives, I H S representatives, etc.) providing PRC program information and guidance to promote effective communications and business relationships.
- Works closely with business office advocates with coordination of services received by CHS eligible beneficiaries. Documents all vendor notes in the RPMS system.
- Coordinate with PRC staff the effective management of payment documents related to medical referrals, notifications, denial notices, appeals, health information records and correspondence.

- Generate financial reports, assists with budget formulation, coordinating financial activities with the instruction and guidance of supervisor and/or tribal finance.
- Maintain compliance with organizational internal controls, tribal business practices and other regulatory requirements.
- Coordinate and assist with data collection, statistical information, and creating forms for developing reports.
- Maintain compliance with HIPPA and Privacy Act.
- Maintain professional rapport and customer service with all personal callers by phone or in person; patient financial offices, patient advocates, medical providers, beneficiaries, customers, visitors, administrators, staff, etc.
- Files Management to maintain accurate record keeping of PRC vendor files and beneficiary records.
- Assist and applies specialized knowledge of PRC program to effectively coordinate the management of referrals and payment process.
- Will assist with coordination of services for patients receiving services from Mammography, Dental and other medical services when necessary.
- Assist in the preparation, proper assembly and transmittal of Catastrophic Health Emergency Fund (CHEF) cases.
- Assist with preparation of PRC Financial Audits.
- Assist and coordinate referral process during absence of PRC staff.
- Will be responsible to comply with requests by Department Supervisor for other assigned duties that may be assigned.

EDUCATION AND KNOWLEDGE REQUIRED

1. Requires a high school diploma or its equivalent.
2. Two years of documented higher education courses in a health care or business discipline or 2-3 years of experience working in a business office working in Accounts Payable and/or Accounts Receivable or other Business Office organization.
3. Must have a valid driver's license.

OTHER INFLUENTIAL FACTORS:

- Knowledge of federal, state, and local business office principles are required to obtain efficient production. Privacy Act and HIPAA rules and regulations are monitored to ensure patient information is protected. Implementation of and applying rules and regulations within the office setting. Information Systems and Security Awareness training to fulfill IHS user's annual requirements for acknowledgement and acceptance of the IHS Rules of Behavior Privacy training, protecting sensitive information and the HIPAA, physical and information security, appropriate email use, protecting mobile devices and portable media, social engineering awareness and incident response and learning from past incidence(s).

- The number and similarity of guidelines and work situations require the employee to use judgment to identify and select the most appropriate guidelines, references, and procedures for application in making minor deviations to adapt the guidelines to specific cases. Employee refers to the supervisor with situations to which existing guidelines are not applicable.
- Performance of duties pertaining to PRC Purchase Orders and payment requests requires coordination with Tribal Financial Services and the PRC office. This coordination will be facilitated through the supervisor.
- Use a variety of PRC references to ensure accurate PRC payment determinations.
- Knowledge of prompt action on payment of claims.

COMPLEXITY:

- Knowledge of Medical Terminology, ICD-9 & ICD 10 diagnosis and procedure codes assists with accurate billing and initiation of obligating PRC funds. Work consists of reviewing, and interpreting medical information for use in assuring accuracy and completeness of patient referrals. The incumbent identifies obvious omission and discrepancies in medical data and recognizes the urgency for coordinating patient appointments.
- Task, method and procedures are followed by the Shoshone-Paiute tribal guidelines Indian Health Service, and Federal regulations.
- Position competency involves administrative work which requires analytical ability judgment, discretion and personal responsibility, and substantial body of knowledge of principles, concepts, and practices of PRC management. The position requires technical work associated with extensive practical abilities, gained through knowledge, experience and specific training for PRC.
- Knowledge and utilization of Tribal Financial Computer Systems.
- Requires knowledge and skill of Resource and Patient Management System (RPMS) of which includes Patient Registration, Referred Care Information System, Contract Health Services and other tribal financial computer information systems.
- Requires knowledge of medical care procedures, PRC beneficiary eligibility requirements, regulations and coding procedures. Must have knowledge of medical terminology to identify logical billing or to flag the need for additional information.
- Requires knowledge of Health Insurance Portability and Accountability Act of 1996 (HIPAA) guidelines and the Privacy and Freedom of Information rules and regulations regarding the release of patient medical information in order to protect the privacy of all beneficiaries and patients.

- High level of integrity and honesty in the workplace.
- Requires knowledge of Medicare, Medicaid, Veterans Health Benefits, Private Insurance, Workers Compensation eligibility requirement and procedures to determine the probability of payment from these resources.
- Requires knowledge of Explanation of Benefits; contractual adjustments, deductibles, co-insurance, co-pay and deductibles from Medicare and primary health insurance carriers.
- Requires knowledge of and skill in operating computer software and related business office equipment to perform assigned duties.
- Requires effective oral and written communication skills.
- Must possess strong customer service skills/interpersonal interactions, ability to handle difficult situations and encounters constructively.

PHYSICAL DEMANDS:

The work is primarily sedentary in an office setting, and may entail long hours and under time constraints. From time to time the work may require some travel. Occasional lifting reaching, walking and carrying boxes may occur during file management activities.

WORK ENVIRONMENT:

Work is performed primarily in an office setting, with adequate heating, ventilation and lighting. Involves normal risks and discomforts as are typical of any office setting.

Travel will be required and is required to operate a government/tribal owned/leased vehicle. A valid driver's license must be maintained at all times.