



SOPHIE TRETTEVICK INDIAN HEALTH CENTER

MAKAH TRIBE

JOB POSTING- Open until filled

Job Title	Purchased/Referred Care Specialist	Position Number	TBD
Department	Business Office	Business Unit	Administration
Work Location	STIHC Admin	Travel Required:	Yes-Occasional
Pay Grade	3SS T4	Position Type	Full-Time
Pay Range	\$26.62/hr to \$29.61/hr	Classification	Non-Exempt
Background Tier	Yes	Safety Sensitive	Yes
Supervisor	Business Office Manager	Subordinate(s)	No

JOB SUMMARY

The primary purpose of the position is to perform referral and alternate resource services, record keeping and other administrative duties associated with patient care and benefits.

ESSENTIAL JOB DUTIES:

- Prepares and documents all written reminders or telephone contact on authorizations over 60 days old. Must assure that obligation of payment is made on the computer within 3 days of receipt of call and 5 days within receipt of bills.
- Verifies applicant residency, audits payment claims, provides vendor orientation by keeping providers informed of Purchased Referred Care (PRC) billing procedural requirements.
- Approves payment of PRC services within funding availability and priority.
- Sets up purchase orders for third party services and prepares check requests for such services within 5 days of receiving the bill.
- Assists in setting up referrals for patients as directed. Assist in overseeing prior authorizations are completed for referred services.
- Prepares denial letters as per policy and ensures that denials are appropriate and necessary.
- Scans all required paperwork into the EHR system in a timely manner.
- Responsible for picking up, sorting and delivering all mail associated with the Sophie Trettevick Indian Health Center business and date stamping all mail.
- Works with the second Medical Clerk (Purchase/Referred Care) to prepare a written response to supervisor on all complaints received for unpaid purchase orders with a plan on resolving complaints.
- Responds to inquiries from the patient, their authorized representatives, and/or other third parties to resolve complaints or issues related to unpaid bills.
- Reviews the medical documentation on PRC claims to ensure it supports the authorized service.
- Re-prices incoming claims to Medicare-like rates (MLR) using software, and mail these claims with the appropriate payments.
- Provides information on rights and benefits of multiple alternate resources and tactfully advise patient of non-payment or approval of claims. As necessary, serve as patient advocate by personally intervening on behalf of patients with multiple third party resources.
- Works closely with all clinic staff in the identification and utilization of all alternate resources available to the patient population.
- Assists families and individuals in application for and use of alternate resources.
- Establishes and verifies eligibility of potential Medicare recipients by working with the Social Security Administration (SSN) at the local level. Works closely with local Department of Welfare or Department of Human

Resources and Tribal offices to establish eligibility for Medicare and Medicaid (including Medicaid for pregnant women), AFDC, Supplemental Social Security Income (SSI), etc.

- Follows-up on all pending eligibility claims and work closely with families and agencies to see that Native American patients are not discriminated against because of their dual role as a citizen and as an IHS/Tribal recipient.
- Provides monthly reports as requested.
- Other related job duties as assigned.

EDUCATION REQUIRED

- High school diploma or G.E.D.

MINIMUM RELATED EXPERIENCE

- 2 years of clerical experience. Prefer experience in medical and/or benefits administration

REQUIRED LICENSES/CERTIFICATIONS

- Valid and unrestricted Washington State Driver's License.
- Current First Aid/CPR certification or obtain within 90 days of hire.

KNOWLEDGE OF:

- Provider service programs and PRC problems encountered.
- HIPAA regulations, which mandate that the incumbent shall maintain complete confidentiality of all administrative, medical and personal records, and all other pertinent information that comes to his/her attention or knowledge.
- Medical terminology and usage sufficient to understand and interpret claims in the PRC office.

ABLE TO:

- Establish and maintain regular and satisfactory attendance and punctuality.
- Maintain confidentiality and communicate with tact and discretion.
- Effectively communicate to the patient what and why specific information is needed and ensure that it is as accurate as possible.
- Organize, plan, coordinate, and carry-out assigned tasks with accuracy and attention to detail and deadlines.
- Provide excellent customer service and problem solve effectively.
- Learn, interpret and apply codes, policies, procedures, and other written materials.
- Continually learn and utilize a variety of information systems and software.
- Pass pre-employment drug screening and background check(s).

PHYSICAL REQUIREMENTS:

Manual and finger dexterity for the operation of personal computer, office machines and routine paperwork. Tolerance to be exposed to computer screen for prolonged periods. Stamina to sit, stand and/or walk for prolonged periods. Mobility to bend, stoop, and/ or climb stairs. Ability to lift objects weighing up to 25 lbs. occasionally. Operate a motor vehicle.

SPECIAL REQUIREMENTS

Immunization Requirements: Must be fully immunized against measles, and rubella and provide official documented proof of vaccination prior to employment. Employees are required to provide proof of other immunizations as recommended for healthcare workers by the Centers for Disease Control and Prevention, or of immunity to these diseases. All employees shall have tuberculin (TB) test upon employment and annually thereafter, or have a follow-up plan approved by employee health if there is a positive test

Special Consideration: if you are allergic to any component of the vaccine or have documented history of severe reaction to vaccine or are currently pregnant you may not have to be immunized, however, you are required to provide documentation/proof, in order to be considered for employment.

APPLICATION PROCESS- submit application with supporting documentation to hr@stihc.com or

STIHC Human Resources

PO Box 410, Neah Bay, WA 98357