JOB DESCRIPTION

SENSITIVE

Job Title:	**Patient Support Services Specialist**
Dept./Division:	**Health Division/Health Information**
Unit:	**Health Information Management Dept.**
Job Family/Class:	**Patient Support Services**
Supervised By:	**Alternative Medicine Clinic Manager**
Employee Type:	**Non Exempt**
Pay Grade:	**17**

NATURE OF WORK:

Incumbent apply a broad knowledge of policies and procedures, applicable laws and regulations in the performance of duties. Duties may include: processing patient applications, verify patient information, work with outside agencies on issues and documentation related to patient information; reconcile expenses; track projects, prepare reports, receiving, tracking, record payment related to patient services, manage physician schedules, and may make budget revisions as requested.

ESSENTIAL FUNCTIONS:

- Manage front desk, check patients in and out, set patient appointments, appointment confirmations, answer phones, and accept refill requests.
- Prepare and review appropriate documents and forms to assist with patient tracking which includes treatment coding, billing, patient data collection and employee training.
- Prepare and review a variety of reports related to patient services, including but not limited too; correspondence, patient charts and/or summaries as directed; research and verify information for inclusion.
- Provide complex, specialized, administrative support in preparing and processing confidential documents, prepare and review patient records, prepare meeting agendas and minutes, maintain departmental data and/or other related documents.
- Maintain administrative budget for patient related services in assigned area; ensure expenditures and revenue reports are correct; prepare revisions as needed.
- Maintain and update confidential files and paperwork related to accounts receivable, accounts payable, payroll, personnel issues or tribal information.
- Respond to sensitive requests for information and assistance; provide information regarding applicable rules, policies and regulations; resolve citizen concerns and complaints; refer inquiries as appropriate.
- Attend various trainings for assigned department; as needed.
- Billing and coding of patient services for payment and information collections.
- Assist with preparation and organization of patient files and reports for grand and licensing agency audits.
- Perform other duties of a similar nature or level as requested by supervisor or director.

ESSENTIAL KNOWLEDGE AND SKILLS:

Knowledge of:

- Clerical and office support practices;
- Customer service principles;
- Recordkeeping principles;
- General mathematical concepts;
- English language, grammar and punctuation;
- Principles and practices in area of assignment;
- Report preparation techniques;
- Assigned department operations and functions;
- Applicable federal, state and local laws, rules and regulations;
- Medical coding standards such as: CPT-4 procedures and ICD-9/10 diagnosis coding, and HCFA 1500s and UB-92s;
- Medical tracking and reporting software, including but not limited to, electronic systems for processing third party insurance billing, AHCCCS eligibility and enrollment requirements, and the RPMS System;
- HIPAA Regulations;
- Yaqui culture, customs, resources and traditions and/or a willingness to learn.

Skills in & Ability to:

- Maintain various confidential records;
- Maintain files and records;
- Apply and explain applicable laws, codes, regulations, policies and/or procedures;
- Prepare and proofread a variety of reports and/or documentation;
- Using proper English grammar, punctuation and spelling;
- Compile data and information;
- Prepare meeting agendas and minutes;
- Provide customer service;
- Work independently;
- Prepare a variety of business correspondence, records, reports, documents and forms;
- Follow oral and written instructions, policies and procedures;
- Operate a variety of office equipment, including a computer and related software applications; telephone, fax and scan machine, and adding machine;
- Good communication and interpersonal skills as applied to interaction with co-workers, supervisor, management, Council members and the general public. Ability to sufficiently exchange or convey information and receive verbal and written work instructions.

TRAINING AND EXPERIENCE:

Associate's Degree and two (2) years of Administrative Support experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS:

- Must possess and maintain a valid Arizona Driver's License.

BACKGROUND CHECK:

- Must have a current Level 1 Arizona Clearance Card or be able to obtain the Level 1 Arizona Clearance Card within ninety (90) days of hire. Failure to maintain a current Level 1 Clearance Card will result in removal from this position.
- Must provide at least three (3) business related reference letters.
- Must pass a background check and drug test.
- Funding and sensitivity of position will determine fingerprinting requirement.

Applicants and employees may be subject to criminal background and character investigation in accordance with applicable federal laws including, but not limited to: Indian Child Protection and Family Violence Prevention Act (25 U.S.C. Section 3201), Minimum Standards of Character and Suitability for Employment (25 CFR 63), Section 231 of the Crime Control Act (P.L. 101-647), and Child Care Worker Employee Background Checks (42 U.S.C Section 13041).

TRIBAL VEHICLE USE POLICY NOTICE:

This position may require the use of personal, GSA or Tribal vehicle for Tribal business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for Tribal business will be prohibited if the employee is not authorized to drive a Tribal vehicle or if the employee does not have personal insurance coverage. **Failure to maintain a driving record that would allow you to drive Tribal or GSA vehicles may result in removal from this position.**

PHYSICAL REQUIREMENTS:

Positions in this class typically require: finger dexterity, feeling, talking, hearing, seeing and repetitive motions, stooping, kneeling, crouching, reaching, standing, walking, pushing, lifting, climbing and balancing. Incumbents may be subjected to moving mechanical parts, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, extreme temperatures, bodily fluids, travel and work space restrictions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities or restrict management's right to assign or reassign, direct the work of employees under their supervision. Essential functions may vary based on the specific tasks assigned to the position.

Review and Approved by:

Department Head and/or Designee	01/13/2016 Date
H.R. Manager/Classification & Compensation	01/19/16 Date
Human Resources Director	01/19/16 Date

HPS/21.5/PSS