

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-24-37

Closing Date: Open Until Filled



POSITION TITLE: Office Assistant

DEPARTMENT: Mental Health

Position Summary:

Under supervision of the Chief of Mental Health Program, the Office Assistant will serve as front-office receptionist, appointment clerk, and patient access representative in the mental health department; and provide administrative support to the administrative assistant. Will collect and coordinate the use of key demographic information, and utilize the information to manage alternate resource coordination and eligibility for services. Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Serves as first point of contact as a representative of the Mental Health and Substance Abuse department of WIHCC, greeting and checking in high volume of patients.
- Interviews patients to obtain pertinent patient registration information; i.e., demographic and insurance information as well as a signature of authorization to enable WIHCC to bill for health care services provided from all alternate resources, including the non-beneficiary services.
- Provides appropriate scheduling for their designated clinic and provides detailed information concerning eligibility for and availability of specific clinical services.
- Provides follow-up calls to patients to remind them of upcoming appointments.
- Works with professional staff to assure appropriate tracking and follow-up of clinical indicators involved in Quality Improvement processes.
- Maintains attention to detail and accuracy, with audits of accuracy rate >95%.
- Determines the eligibility of patients in accordance with Indian Health Services and Navajo Area Contract Health Services guideline.
- Collects third party recipient health cards, obtains photocopies of the card and explains the program to the beneficiaries, i.e., why Medicare, Medicaid and/or private/commercial insurance, will be billed for the services they received at the WIHCC, Inc. facility.
- Utilizes RPMS Patient Registration Modules, manages, key-enters, updates and verifies all alternate resource data necessary for patient registration and for accurate billing through the use of the RPMS and electronic health record system.
- Makes decisions independently, devises solutions, and takes action based on program knowledge related to patient access.
- Works closely with Health Information Management, Nursing, Medical Staff, Purchase Referred Care, Patient Benefits Coordinators, Patient Access Representatives, and the Business Office.
- Assists providers with Navajo interpretation for patients upon request.

- Determines the eligibility of patients seeking health care, who have not previously been treated at the facility, by obtaining the Certificate of Indian Blood or other documentary proof of tribal affiliation.
- Obtains signatures and assists patients in completing new or updated forms required for Patient Access such as Workmans Comp, Motor Vehicle Accident Form, Medicare Secondary Payer Questionnaire Form, Complaint Form, and alternate resources.
- Maintains a well-organized and clean environment to work at maximum efficiency.
- Works other shifts as emergencies arise (illness, vacation, etc.)
- Sets up appointments for referrals from Mental Health Specialists, Nurse Practitioners, Psychiatrists, Urgent Care and LCMC ER providers, and other entities.
- Answers telephone in an upbeat, friendly and professional manner, taking messages, setting appointments, calling with appointment reminders; keeping Suicide Log and follow-up for On-Call patients.
- Assists with patient files, labels, etc. in the Mental Health Department.
- Assists with community presentations as needed, makes necessary arrangements for travel, etc.
- Reviews educational material, brochures and flyers, assuring they are current and appropriate, and post to bulletin boards/patient waiting area display monthly.
- Assists the Administrative Assistant with additional administrative tasks, which may include minute taking, and office organization as needed.
- Attends Mental Health and Administrative Support meetings.
- Attends monthly Patient Access meetings and receive ongoing guidance from the Patient Access Supervisor for changes and updates regarding these responsibilities.
- Requires completion of tasks or duties assigned by a supervisor.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

High school diploma or GED is required; Certificate in medical office administration is preferred; minimum of six months clerical or customer service related experience and or training. Communication and Interpersonal Skills to work efficiently with mental health patients and individuals with various backgrounds and cultural sensitivity recommended. Previous experience with insurance and RPMS/EHR is a plus. Highly recommend fluent Navajo speaking, including numbers, with ability to translate/interpret mental health and medical concepts from English to Navajo, and be able to converse equally well in English. CPR Certification within three months of hire. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability

- Knowledge of the RPMS, EHR, and VISTA Imaging programs, their functions, how to obtain information when needed, and how to correct errors.
- Knowledgeable of third party billing programs, eligibility requirements and service
- Knowledge of the Navajo Area and WIHCC Purchased Referred Care delivery area and regulations and procedures.
- Knowledgeable of the Health Insurance Portability and Accountability Act (HIPAA), HITECH Act and the WIHCC Policy and Procedures
- Working knowledge of computers and of Microsoft Programs such as Excel, MS Word, Outlook, Internet, Publisher and PowerPoint.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to effectively communicate both in written and verbal.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of duties and responsibilities of the position.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment:

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve potentially dangerous situations, exposure to physical risk; involve patients with mental issues which can include psychosis, violent outbursts, and emotional, intoxicated, or suicidal difficulties, blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.