

# Winslow Indian Health Care Center

## Job Vacancy Announcement #WDH-24-40

Closing Date: 06/10/2024

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**POSITION TITLE: Patient Access Assistant Supervisor**

**DEPARTMENT: Patient Access**

**Position Summary:**

Under general supervision of the Patient Access Supervisor with in-direct supervision by the Revenue Cycle Manager, assists with orientation and staff training all new Patient Access Representatives. Assists with providing ongoing training and coverage in areas of Patient Access and appointment scheduling, insurance verifications, timekeeping/scheduling and Administrative duties and reporting as needed. Maintains consistent communication daily with the supervisor for efficiency and deliverables. Maintains weekly/monthly audits for Patient Access Representatives. 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.
- Oversees the supervision of Patient Access personnel, which includes work allocation, training and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance.
- Manages daily operations, assures that clinic is adequately staffed and patients are being seen efficiently and in a timely manner.
- Plan and prepares work schedules to meet objectives, priorities and deadlines. Generates work schedules and maintains electronic timecards.
- Manages patient complaints or issues that arise. Resolves customer or staff complaints.
- Interviews patients to obtain pertinent patient access information; i.e., demographic and insurance information as well as a signature of authorization to enable Winslow Indian Health Center to bill for health care services provided from all alternate resources, including the non-beneficiary services.
- Attends various meetings and reports areas of concern to staff.
- Evaluate employee's job performance and conformance to regulations, recommend appropriate action. Completes employee's annual performance and 90 day evaluations.
- Provides instructions, explanations and training in tasks and job techniques. Ensures staff is appropriately trained in protocols of their specific areas and adheres to policies and procedures.
- 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.
- Utilizing the RPMS Patient Access 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.
- Works closely with HIM Dept., Nursing, Medical Staff, Purchase Referred Care, Patient Benefits Coordinators, Appointment Desk and Private Insurance Verifiers, and the Business Office.
- 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.
- Assists providers with Navajo interpretation for patients upon request.

- Obtains signatures and assists patients in completing new or updated forms required for Patient Access such as Workers Comp, Motor Vehicle Accident Form, Medicare Secondary Payer Questionnaire Form, and alternate resources.
- Provides appropriate scheduling for their designated clinic and provides detailed information concerning eligibility for and availability of specific clinical services.
- Maintains a well-organized and clean environment to work at maximum efficiency and prevent transmission of infection and disease.
- Work other shifts as emergencies arise (illness, vacation, etc.).
- May be delegated as Patient Access Supervisor when needed.
- 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. Four years Patient Access Representative or Coordinator experience. Lead or supervisory experience preferred. Associate Degree preferred. Bilingual skills in English and Navajo language preferred. 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 patient access and appointment tasks.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to oversee and train lower-level staff.
- Ability to generate reports.
- 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 communicate effectively both verbally and in writing.
- 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.
- 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 25 pounds.

**Work Environment:**

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as 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.

**As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.**