

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-22-128

Closing Date: Open until filled



POSITION TITLE: POS Revenue Technician

DEPARTMENT: Revenue Cycle

Position Summary:

Under general supervision of the Medical Billing Supervisor with indirect supervision by the Revenue Cycle Manager. The Point of Sales (POS) Revenue Technician is responsible for accounts receivable support through the follow-up process of all rejected Pharmacy claims and performs a combination of duties including processing claims on-line to Pharmacy Benefit Administrator (PBA) and subsequently to the insurer, via a telecommunications network. This position is accountable for pursuing all avenues of payment, which could result in the maximum reimbursement for WIHCC. 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.
- Generates the Rejected Claims Report (RCR) and import into excel format using RPMS Report and Information Processor (RRIP) on a monthly basis. Also, generates other pharmacy related reports as requested.
- Uses the excel pivot tables to sort through the RRIP report to work on rejected claims in an orderly and efficient manner. Understands and interprets claim rejection codes to perform the research and gather the necessary data needed to correct and resubmit all rejected claims. Utilizes Electronic Health Record (EHR) and Resource and Patient Management System (RPMS) as well as a variety of other source documents.
- Researches and follows-up on rejected claims on-line to ensure maximum reimbursement to facility. Works with various Pharmacy help desks to fix rejections within specific time frames. Utilizes telephone contacts and any steps necessary for satisfactory resolution of the claim. Documents all information in the RPMS and POS systems.
- Reviews patient's medical records to reconstruct incorrect or missing information required to prepare a valid insurance billing.
- Maintains general files of directives, instructions, regulations, notices and correspondence related to Pharmacy Benefits. Ensures there is documentation of all actions(s) taken for adequate audit trails. Provides documentation to the insurance companies when requested for an audit.
- Utilizes RPMS to perform the correct actions to fix rejected pharmacy claims. (i.e Point of Sale and Patient Access, etc).
- Obtains medical records for new registrants and enters necessary data to identify insurance and benefits to start billing activities in the on-line billing system. Researches new insurance registrants for appointment history report to capture new and old billable visits. Calls insurance carriers to obtain overrides for old visits.
- Requests and obtains prior authorization for various pharmaceutical products from insurance companies. Receives and completes authorization forms providing all data required and obtains signatures and returns as needed for processing of collection. Contacts the provider for additional information when prescriptions written for patients are not clear or when more details are needed to complete the process.
- Prevents the occurrences of a rejected claim code from becoming timely "claim too old" status by fixing rejected claims in a timely manner.
- Works with various (Pharmacy/Insurances/Pharmacy Benefit Managers (PBM), etc.) help desks to resolve problems with rejected claims or to obtain override codes(s).
- Works with Specialty Pharmacies including physicians and nursing to order new medications or request refills on behalf of patients for infusion clinic or dispensing. In addition, receives and correctly places in the PickPoint system and notifies patients, nursing, or providers.
- Adjust paid claims included in the All Inclusive Rate for Medicaid/AHCCCS patients.
- Serves as the contact person for any questions or problems with all pharmacy claims.
- Responsible for self-education by reading all updated materials from various sources regarding pharmacy claims, pharmacy billing, point of sale and any other updates or newsletters, etc.
- Submits weekly write off request to Supervisor for review and approval.
- Utilizes pharmacy systems such as PickPoint, RPMS, EHR and become familiar with new systems as they are introduced to the Pharmacy.

- Prints Cancelled Bills Report every week. Provides a list of bills cancelled in TPB and/or Returned to stock prescriptions from Point of Sale.
- Participates in staff meetings and continuing education programs.
- 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. One year experience in billing and accounts receivable or related field. Previous experience in the handling of patient health information and/or medical records is strongly 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 facility's billing process, procedure and automated billing systems (RPMS packages and PickPoint (POS) packages.
- Knowledge of regulations, procedure and practices used in on-line billing and collecting claims from non-beneficiaries, Pharmacy Private Insurance, Medicare Part D and AHCCCS.
- Knowledge and understanding of brand and generic names of drugs, pharmaceutical, nomenclature, characteristics, dosage forms and use.
- Knowledge of automated, supply, prime vendor, and stock management computer systems.
- Knowledge of governing laws, regulations and requirements applicable to control substances.
- Knowledge and understanding of ICD-10, CPT, HCPCS terms, National Drug Codes (NDC), National Counsel for Prescription Drug Programs (NCPDP), pharmaceuticals, medical terminology and human physiology.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of duties and responsibilities of the position.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, 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.
- 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 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.