

Position Description

Job Code/Title: 516 – Clinic Business Office Assistant
General hours of work: Primarily daytime hours; Monday through Saturday
Exempt/nonexempt: Nonexempt
Department/Unit: Clinic Business Office
Reports To: Clinic Business Office Coordinator
Supervises:
Revision/Review Date: February 2010

SUMMARY: The Clinic Office Representative is primarily responsible for performing reception and office duties in a clinic setting.

REQUIRED EDUCATION and/or EXPERIENCE:

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- ICD-9 and CPT coding experience preferred.

REQUIRED CERTIFICATION, LICENSURE, and/or REGISTRATIONS:

1. None

ESSENTIAL FUNCTIONS

1. Prepares charts; greets patients; collects patient information; prepares and distributes appointment schedules; pulls medical records as needed.
2. Codes superbills with the appropriate diagnosis; collects payments and posts to proper account; copies patient forms; maintains appointment-scheduling system.
3. Accurately enters data and balances entries; reviews accounts for refiling; prepares and submits insurance claims; assists in completing the HCFA 1500 forms.
4. Performs follow-up on unpaid insurance claims; prepares monthly reports and statements; mails patient statements in a timely manner. Answers patient billing inquiries; works with third party payors; assists in reviewing and working aged accounts receivable.
5. Maintains professional conduct and attitude when interacting with internal and external customers; assures confidentiality of all patient related information.
6. Responsible for maintaining appropriate continuing education to ensure competency.

REQUIRED PHYSICAL ABILITIES:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, an employee is occasionally required to sit; stoop, kneel, crouch, or crawl; and taste or smell.
- An employee is frequently required to stand, walk, use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
- An employee must occasionally lift and/or move up to 25 pounds.

REQUIRED COMMUNICATION/MATHEMATICAL/REASONING SKILLS:

- Must possess the required level of skills and abilities to read, write, speak, and apply mathematical concepts and sound reasoning to successfully perform the essential duties and responsibilities of this job.
- Must be able to perform basic operations on a computer within the Windows operating system.
- This position requires problem solving skills, critical thinking skills, and the ability to multi-task.

RESPONSIBILITIES, EXPECTATIONS & STANDARDS:

- Support Hegg Memorial Health Center/Avera Health through the daily application of the mission, vision, core values, and service standards while providing quality care and service to patients, their families, co-workers, physicians, volunteers, and the communities we serve.
- Convey enthusiasm and sincerity and promote Hegg Memorial Health Center and its services in a positive manner to all customers.
- Maintain confidentiality.
- Utilize effective problem solving skills as appropriate.
- Must be flexible to change and be able to work effectively in a team environment.
- Coordinate work flow with other team members to ensure a productive and efficient environment.
- Perform duties in a manner consistent with Safety Principles.
- Comply with all applicable laws, regulations and standards associated with but not limited to: CMS, OSHA, Corporate Compliance Plan and Service Standards of Conduct.
- Involvement in community and organization committees is promoted and encouraged.

WORK ENVIRONMENT:

- May be exposed to communicable diseases when working in a health care environment.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- This position is occasionally exposed to wet or humid conditions (non-weather); outdoor weather conditions; sharps or cuts; and compression (hand between cart and door).
- The noise level is usually moderate.

AGE SPECIFIC CARE CRITERIA:

- Must demonstrate and maintain current knowledge and skills necessary to provide care/service to patients neonate to geriatric.

ESSENTIAL QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this position description are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, so long as the accommodations do not cause undue hardship to the employer.

ACKNOWLEDGEMENT

I have read and understand that the qualifications, responsibilities and essential functions listed above are required of this position, which I am capable of performing.

Accepted by: _____
Employee Signature

Date: _____