



Bois Forte Band of Chippewa

5344 Lakeshore Drive ▪ Nett Lake MN, 55772 ▪ 218-757-3261/1-800-221-8129

MEDICAL REGISTRATION CLERK

Position Description

| Opens: July 8, 2021 Closes: July 15, 2021 | | | |
|--|------------|----------------------------|---|
| Department: | Health | Reports to (title): | Purchase Referred Care Coordinator and Billing Supervisor |
| Job Code: | N-7 | Job Location: | Bois Forte Tribal Government |
| Pay Range: | Negotiable | Supervises: | None |
| Hours/week: | 40 | Classification: | Non-Exempt |
| Type of Position: | Full-Time | Effective Date: | 01/01/2016 |
| | | Revised Date: | |

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of Bois Forte Band of Chippewa are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the tribal government (may also be referred to as "Band").
- Interact in an honest, trustworthy, and respectful manner with employees, community, visitors, and vendors.
- Comply with Bois Forte Band of Chippewa policies and procedures.
- Display respect and understanding of Bois Forte Band of Chippewa traditions and values.

POSITION PURPOSE

The Medical Registration Clerk performs administrative duties using good guest relations to minimize conflict and ensure appropriate patient flow. Conducts interviews with incoming patients to obtain and enter personal, financial, insurance, and/or other medical information necessary for claims processing. Represents the Bois Forte Band well by demonstrating courtesy, respect and sensitivity to the needs of all patients, visitors and co-workers.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

1. Interviews patients and/or family member to obtain pertinent registration information (i.e., demographic and alternate resource information) to ensure accurate data entry in HER and related systems. Determines the eligibility of patients seeking health care, who have not been treated at the facility, by obtaining the Certificate of Indian Blood or other documentary proof of tribal enrollment.
2. Obtains Third-Party coverage information by collecting, photocopying or screening health insurance cards. Identifies patients with health insurances that are subject to prior approval to determine the extent of health care services. Pre-certification or prior authorizations for care are obtained to enable the billing section to bill for health care services provided to Indian or non-Indian beneficiaries. Obtains all necessary signatures for file on required forms for alternate resources and Purchaed Referred Care. Document and scan insurance information on patients into the patient accounting system.

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3. Initiates prescreening for all patients with no alternate resources for potential eligibility under Medicaid, AHCCCS, Kids Care, Medicare, Long-Term Care, etc. Works closely with the Patient Benefits Coordinator in identifying all alternate resources available.
4. Maintain current patient demographic information inEHR.
5. Work with Medical Receptionist to facilitate proper patient flow through the clinic for medical patients.
6. Notify and refer all uninsured patients to Patient Benefits prior to the scheduled clinic visit for a coverage discussion.
7. Contact insurance companies when an error in coverage occurs.
8. Follow data privacy guidelines and safeguards for medical records.
9. Serve as the liaison between the front desk and the Clinic Manager.
10. Contact managed care companies for authorization when needed.
11. Identify patient's financial responsibility for non-tribal members and follow point of service collections scripting.
12. Work cooperatively as part of a team and promote team work with co-workers.
13. Submit adequate and timely reports to management upon request and when necessary.
14. Other job related duties as assigned by supervisor.

MINIMUM MANDATORY QUALIFICATIONS

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| Experience: | <ul style="list-style-type: none">• Two years' experience in medical registration may be substituted for education. |
| Education: | <ul style="list-style-type: none">• A.A. in Business Management or related field. |
| License/Certification: | <ul style="list-style-type: none">• None. |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | <ul style="list-style-type: none">• Ability to perform the essential duties, functions and responsibilities as detailed above.• Knowledge of the Indian Health Service program eligibility requirements.• Knowledge of various clinical systems, walk-ins and appointments to avoid unnecessary delays and/or confusion on the part of the patient. Knowledge of the various services offered by each clinic and forms used.• Knowledge of total program operations, the priorities and goals of the Business Office/Patient Registration program. Ability to keep abreast of current changes in policies, regulations on alternate resource eligibility, billing and collections.• Knowledge of patient records and its components in order to facilitate research and extraction of demographic and insurance data.• Ability and skill to interview patients in-depth in order to obtain current and accurate demographic and alternate resource information. Ability to identify potential eligible patients for alternate resources program.• Knowledge of various Third-Party resources (Medicare, Medicaid, SSA, County DHS offices, Tribal programs, and other related agencies). Knowledge of established procedures, required forms, etc., associated with the various health insurance programs.• Knowledge of Privacy Act of 1974, HIPAA and the use of confidential information and health records as an integral part of the interviewing office function and the privacy of individuals, which must be protected to the fullest extent possible.• Knowledge of the EHR Patient Registration System to update and/or change demographic information.• Strong verbal and written communication skills.• Experience in accounting system functions. |

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- Ability to deal with conflicting situations in a positive, patient, and sensitive manner.
- Ability to meet deadlines and prioritize workload.
- Ability to work effectively with minimal supervision.
- Experience in purchased referred care.
- Strong computer applications skills.
- Basic operation of a workstation (turning on/off, knowledge of basic functions and components) and general office equipment Use/storage/maintenance of multiple usernames and passwords. Computer-related problem-solving skills through the use of available trainings and help desk.
- Knowledge of Microsoft Office Suite (Word, Excel, etc.), internet software and appropriate storage of electronic files.
- Ability to perform other duties as assigned.
- A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers.

PREFERRED QUALIFICATIONS

- Prior experience with EHR systems.

WORK ENVIRONMENT

- Work environment:** The work environment characteristics described here are representative to those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility, such as potential exposure to hazardous chemicals, sharps and infectious body fluids.
- Physical demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk, hear and perform repetitive motions. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with the community, visitors, employees, and vendors.
- Mental demands:** There are a number of deadlines associated with this position. The employee must be able to handle frequent interruptions and must also multi-task and interact with a wider variety of people on various issues.

TRIBAL AND INDIAN PREFERENCE

The Bois Forte Band of Chippewa has implemented a Tribal and Indian Preference in Employment Policy. Pursuant to this Policy, applicants who possess the knowledge, skills, and abilities required by this position, and who are enrolled members of the Bois Forte Band of Chippewa Tribe will be given primary preference in hiring and employment for this position. Members of other federally-recognized Indian tribes will be given secondary preference for hiring and employment after providing proof of tribal membership. Tribal and Indian preference is integrated into the interview and scoring process for candidates for job positions.

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OTHER

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| Confidentiality: | All employees must uphold all principles of confidentiality to the fullest extent. This position may have access to sensitive information and a breach of these principles will be grounds for immediate termination. |
| Background Investigation: | This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act." Candidates must be able to successfully pass all required background checks to qualify for this position. |
| Drug Screening: | All applicants must successfully pass a pre-employment drug screening prior to beginning employment and will be subject to random drug testing. |

***Disclaimer:** The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

PRE-EMPLOYMENT DRUG TESTING APPLIES. INDIAN PREFERENCE WILL APPLY. UPON PRESENTATION OF DD-214 WHICH REFLECTS HONORABLE DISCHARGE, APPLICANTS WILL RECEIVE VETERAN'S PREFERENCE POINTS. Please visit our website at www.boisforte.com to download an application. Applications are accepted via: Fax, Email, U.S. Mail, and In Person. Submit applications to: Human Resources Specialist 5344 Lakeshore Drive, Nett Lake, MN 55772, Fax: 218-757-3312, hrgeneralist@boisforte-nsn.gov Applications received after the closing date will not be accepted.