



SUSANVILLE INDIAN RANCHERIA
Lassen Indian Health Center
795 Joaquin Street
Susanville, CA 96130

POSITION ANNOUNCEMENT

POSITION: FRONT OFFICE RECEPTIONIST
DATE OF ANNOUNCEMENT: July 13, 2016
CLOSING DATE: July 27, 2016
SALARY: \$10.00 - \$12.00
HOURS: Full Time – 40 hours

GENERAL STATEMENT OF RESPONSIBILITY:

The Front Office Receptionist will be part of the front office operations staff. The Front Office Receptionist will perform a variety of functions necessary to aid the efficient clinical office and billing operations for Lassen Indian Health Center. This position must be sensitive to the needs of the Indian community, and its culture and traditions.

SPECIFIC RESPONSIBILITIES:

1. Welcomes patients and visitors by greeting them in person or on the telephone, relaying calls, and answering inquiries.
 - a. Will greet them within 8 to 10 seconds of appearing at the front window. If you are busy with another problem you will acknowledge them and tell them you will be with them as soon as you finish.
 - b. Answer the telephone within three rings. If you are on another call you will place the caller on hold and answer the incoming call. Ask to place them on hold and then return to the original call. Staff will answer the phone with the following greeting: **Lassen Indian Health Center. This is _____ . May I help you?**
 - c. Will take clear, accurate messages for staff members.
 - d. Will refer inquiries for positions available to the Human Resource Department, hand out position descriptions and job applications
 - e. Will provide information for LIHC eligibility and for medical assistance.
2. Maximizes patient satisfaction, provider time and treatment room utilization by scheduling appointments appropriately in person or by telephone.
3. Processes patient folders by initiating Superbill and P.C.C. forms and attaching to chart for use by nurses and physicians when patients arrive. Receives chart back after visit, checks all patient data information box of PCC for completeness. Completes any area left blank. Check date and time on PCC form and Superbill for completeness. Completes any area left blank. Tears down P.C.C. form and distributes to appropriate places; original PCC file in

4. Prepares for next business day by printing appointment list, calling patients to confirm appointments; printing health summaries; pulling charts, complete the Superbill. Check chart to be sure that all required forms are where they should be.
5. Checking eligibility of Medi-Cal patients using P.O.S. device.
6. Initiates registration of patients on first visit by issuing necessary forms to be completed by patient; completing a medical chart; assigning a patient registration number and setting up chart according to sample chart; entering new patient's information to RPMS. Referring patient to Contract Health Services to determine whether the patient is eligible for the Contract Health Services and/or possible alternate resources (Medi-Cal, Medicare, etc. If patient is Indian to qualify for C.H.S.)
7. Ensures medical record availability by routing records to medical department and to other authorized staff; uses chart location system.
8. Provides medical record information by answering questions and requests of patients, staff, law firms, insurance companies and government agencies within P & P guidelines.
9. Initiates patient transportation requests for medical appointments by inquiring whether transportation is needed; checking and booking transportation and CHR's schedules; and canceling transportation in RPMS and documentation of cancellation.
10. Attempts to collect revenue from patients who do not qualify for Direct Service and have no other alternative resources (i.e. Medi-Cal, CMSP) by informing them of their financial obligation per Billing Department. Collects co-pays, writes receipts for payments received and forwards to fiscal department. Make a copy of payment receipt, forward to the billing department.
11. Maintains patient confidence and protect clinic operation by keeping information confidential; following release of information protocols and other HIPPA (Health Insurance portability and Accountability Act) requirements.
12. Helps patients in distress by responding to emergencies.
13. Contributes to team efforts by assisting other front office staff as needed to ensure streamlined efficient clinic and billing operations and participating in the Susanville Indian Rancheria's Facility wide performance improvement plan.
14. Other duties as assigned.

QUALIFICATIONS:

1. Must possess High School Diploma or GED equivalent.
2. Computer experience required.
3. Excellent customer service skills in face-to-face and telephone interactions

4. Must have complete understanding of the Patient Confidentiality Act.
5. Knowledge of overall billing process, ability to prepare billing related to documents for processing; running insurances.
6. Minimum six months office experience and/or training.
7. Ability to type 20 wpm or better.
8. Must have the ability to be at work by 8:00 a.m. and be consistently punctual.
9. Ability to sit for long periods of time and keyboard for long periods of time.
10. Ability to work with Indian community.
11. Ability to learn new information quickly and accurately.
12. Ability to interpret policies and procedures to patients and public in a friendly and professional manner.
13. Ability to follow organization's chain of command and employee performance expectations.
14. Knowledge of Native American eligibility preferred.
15. Preference will be given to Native Americans (42 CFR 36.221).