



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

POSITION ANNOUNCEMENT

Position: Medical Records Clerk

Date of Announcement: July 14, 2016

Closing date: July 25, 2016

Hours: 40 hours a week, hours vary
Monday – Saturday

Salary: \$12.00 hr. to \$18.00 hr DOE

GENERAL STATEMENT OF RESPONSIBILITY:

The Medical Records Clerk will be part of the front office operations staff. The Medical Records Clerk 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 it's 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 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. Asks as lead to front desk receptionists, dealing with more difficult patients.
4. Updates patient records by obtaining necessary information (checking eligibility, insurance coverage, updating address or any other basic registration information); updating information on RPMS System, make copies of pertinent information for patient chart, C.H.S. office and Billing Department.
5. Processes patient folders by initiating Superbill and P.C.C. forms and attaching to chart for use by nurses and physicians when patients arrive. Tears down P.C.C. form and distributes to appropriate places; forward "completed" Superbill to Billing Department and re-file chart.
6. 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.
7. Checking eligibility currency of Medi-Cal patients and private insurance and any other alternate resource for all patients.
8. 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.)
9. Ensures medical record availability by routing records to medical department and to other authorized staff, uses chart location system.
10. Provides medical record information by answering questions and requests, of patients, staff, law firms, insurance companies and government agencies within P & P guidelines.
11. Initiates patient transportation requests for medical appointments by inquiring whether transportation is needed; checking and booking transportation and canceling transportation in RPMS and documentation of cancellation.
12. 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.
13. Serves as a liaison to billing services contractor by ensuring the complete and proper preparation of documents by front office staff needed by billing contractor (PCC's, face sheets, copies of insurance cards, etc.) for pick up and delivery.
14. Helps patients in distress by responding to emergencies.

15. Contributes to team efforts by assisting other front office staff as needed to ensure streamlined efficient clinic and billing operations.
16. Complies with all HIPAA regulations.
17. Contributes to the team effort by participating in the Susanville Indian Rancheria's Facility wide performance improvement plan.
18. Other duties as assigned.

QUALIFICATIONS:

1. Must possess High School Diploma or GED equivalent.
2. Computer experience required.
3. Typing speed of 25 wpm.
4. Excellent customer service skills in face-to-face and telephone interactions
5. Must have complete understanding of the Patient Confidentiality Act.
6. Minimum one year experience working in a front office required.
7. Accurate, speedy data entry skills.
8. Must have the ability to be at work on time every day.
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).