



SUSANVILLE INDIAN RANCHERIA  
745 Joaquin Street  
Susanville, CA 96130  
(530) 257-4921

### VACANCY ANNOUNCEMENT

<b>OPENING DATE OF ANNOUNCEMENT:</b>	<b>May 1, 2025</b>
<b>CLOSING DATE OF ANNOUNCEMENT:</b>	<b>May 15, 2025</b>
<b>POSITION TITLE:</b>	<b>Billing Clerk</b>
<b>SUPERVISES:</b>	<b>No</b>
<b>STARTING SALARY:</b>	<b>\$22.95</b>
<b>GRADE:</b>	<b>05</b>
<b>FLSA STATUS:</b>	<b>Non-Exempt</b>
<b>NUMBER OF POSITIONS:</b>	<b>1</b>
<b>STATUS:</b>	<b>Permanent</b>
<b>HOURS:</b>	<b>Full Time</b>
<b>BENEFITS:</b>	<b>Highly competitive package *See below</b>
<b>SUBJECT TO P.L. 101-630:</b>	<b>No</b>

### **GENERAL STATEMENT OF RESPONSIBILITIES:**

Responsible for assuring that all dental/medical patients of the Lassen Indian Health Center are registered in the patient billing and collection system in accordance with billing and collection policy for the third-party resources. Responsible for collection, posting and managing account payments. Responsible for submitting claims and following up with insurance companies. Employees must work in a positive and respectful manner with coworkers.

The position requires an awareness and keen appreciation of the American Indian traditions, customs, and socioeconomic needs and the ability always to meet and deal effectively in with Indian health organizations which requires tact, courtesy, discretion, resourcefulness and good judgment in handling functions of a sensitive nature.

### **SPECIFIC AREAS OF RESPONSIBILITIES:**

- Date entry of patient, provider, and payer type information with speed and accuracy.
- Prepare and submit clean claims to various insurance companies either electronically or by paper.
- Answer questions from patients, staff and insurance companies.
- Identify and resolve patient billing complaints.
- Post and balance all co-pays and insurance payments into the electronic patient management billing system.

- Evaluate the patient's financial status and establish budget payment plans.
- Correspond with insurance companies, third-party payers, and patients, collecting information, money or settling discrepancies and filing appeals.
- Prepare, review, and send patient statements.
- Review accounts for possible assignment, make recommendations to the billing analyst supervisor.
- Verify benefits, change of guarantor, and other changes to patient accounts.
- Responsible for billing changes for federal and state agencies as assigned by the billing analyst supervisor.
- Continue improvement of duties to streamline processing.
- Always maintain confidentiality with patient information; adheres to all HIPAA guidelines/regulations.
- Interacts with all the above in a considerate, helpful, and courteous manner, as observed by the manager and peers.
- Always comply with all LIHC policies and procedures.
- Other duties as assigned.

**KNOWLEDGE SKILLS AND ABILITIES:**

Ability to work as part of a professional team.

Ability to work independently and submit weekly reports of progress to direct supervisor.

Ability to prioritize tasks and complete assignments in a timely manner.

Skill in problem resolution, detail analysis, and accuracy.

Intermediate skill level of computers and Microsoft Word, Excel, and Outlook.

Demonstrates proper use of office equipment.

Maintains professional composure and confidence during stressful situations.

Good communication with patience and tact.

Maintains an acceptable level of accuracy, thoroughness, and neatness as evidenced by audits.

Promotes a positive and cooperative work environment by communicating problems and issues with supervisors, and handling conflict in an appropriate manner.

Knowledge and experience with use of medical modifiers.

Knowledge of the system, workflow dynamics, and modifications.

Knowledge and training in the HIPAA regulations related to patient care documentation, billing process and compliance to the regulations.

Knowledge of state and federal regulations applies to billing for medical, dental and behavioral health services.

Knowledge and experience with medical and dental billing CPT, ICD-9 & HCPCS codes or is willing to learn.

Knowledge and experience with medical and/or dental terminology.

Knowledge and experience with ABN's and Medicare medical necessity including Medicare LCD's, NCD's and LMRP's.

### **MINIMUM QUALIFICATIONS:**

1. Must have a high school diploma or equivalent from an accredited high school.
2. Must have a valid California driver's license or license from current residence state.
3. Must pass pre-employment background check.
4. Must pass a pre-employment drug test.
5. Must have a valid CPR card or be able to obtain one within ninety (90) days of hire.

### **WORKPLACE ENVIRONMENT:**

**1. PHYSICAL SAFETY:** The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending, carrying light items, driving an automobile, etc. No special physical demands are required to perform the work.

**2. WORKING ENVIRONMENT:** Regular exposure to favorable conditions such as those found in a normal office.

### **PERFORMANCE EXPECTATIONS:**

- Uphold all principles of confidentiality.
- Adhere to all professional and ethical behavior standards.
- Interact in an honest, trustworthy and respectful manner with employees, visitors and vendors.

- Participate in departmental staff meetings, quality management activities, cultural and educational programs.
- Comply with policies and procedures.
- Display respect and understanding of Susanville Indian Rancheria's traditions and values.
- The way the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability.
- Any attitude or behavior that will tarnish the name or reputation of the Susanville Indian Rancheria will not be tolerated and is subject to disciplinary action.

### **PREFERENCE POLICY:**

1 <sup>st</sup> Preference:	Enrolled member of a Federally Recognized Tribe.
2 <sup>nd</sup> Preference:	Documented proof of Veteran Status, i.e. DD-214, Veterans Benefit Card.
3 <sup>rd</sup> Preference:	All other applicants.

### **SIR BENEFITS PACKAGE:**

The Susanville Indian Rancheria offers its full-time employees a highly competitive benefits package, including: annual cost-of-living increases (based on SSA COLA); eligibility for annual merit increases; twelve paid holidays; thirteen days paid sick leave; up to twenty-six days paid annual leave (depending on length of service); maternity leave; paternity leave; affordable group health, dental, vision, and life insurance; and 401(k) retirement plan.

### **HOW TO APPLY AND APPLICATION REQUIREMENTS:**

All applicants are required to submit a Susanville Indian Rancheria/ Lassen Indian Health Center application. Applications can be found on our website at: [www.sir-nsn.gov/human-resources/](http://www.sir-nsn.gov/human-resources/) (SIR – LIHC – Gaming Commission Application for Employment P.L. 101-630 Requirements) or picked up at 745 Joaquin Street, Susanville, CA.

Only **complete** applications will be considered. For your application to be considered complete you must attach the following:

1. Completed Susanville Indian Rancheria/Lassen Indian Health Center Application.
2. Copy of your High School Diploma **AND** College Degree or transcripts documenting your graduation or completion of your Degree.
3. Copy of your valid Driver's License.
4. Copy of any other certifications required.
5. Copy of Tribal Card, if claiming Indian Preference.
6. Copy of DD214 or other proof of Veteran status, if claiming Veteran's Preference.
7. **An additional statement on how you meet each Minimum and Additional Qualification and Knowledge, Skills and Abilities.**

Complete applications can be dropped off in person at the Human Resources Office at 745 Joaquin Street, Susanville, California, Monday through Friday from 8:00 am to 5:00 pm. They may also be emailed to [ramador@sir-nsn.gov](mailto:ramador@sir-nsn.gov) or faxed to (530) 251-1895 or mailed to the above address. All applications must be **received** by 5:00 pm Pacific Standard Time on the closing date of the announcement.