



Elbowoods Memorial Health Center

1058 College Drive
New Town, ND 58763-4400
(701) 627-4750
Fax: (701) 627-2809

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: Collections Specialist/Financial Counselor
REPORTS TO: Business Office Manager
SALARY: \$23.00 - \$33.91 DOE/DOQ
CLASSIFICATION: Non-Management Regular, Full-time
TELEWORK ELIGIBLE: Yes, as determined by policy
DUTY STATION: Elbowoods Memorial Health Center

POSITION SUMMARY:

This position confirms level, terms of coverage, and benefit limits with insurance companies for patients that have services within the facility. Reviews patient's records to research and discover insurance eligibility and coverage. Works with patient to help establish insurance coverage if eligible. Develops and facilitates payment plans for patients to finance expenses by coordinating between insurer, third party payer and patient.

ESSENTIAL DUTIES:

- Maintain knowledge of insurance claim payment processes.
- Maintain general knowledge of plan coverage and benefits.
- Maintains database by entering new and updated patient and account information.
- Performs patient registration updates, data entry of demographics, and any other required information as described by policy; verifies and activates appropriate patient insurance plan.
- Ensures accurate posting of encounter data and posts to appropriate funding/insurance plans.
- Helps with managing patient account balances appropriately to include insurance balances, old balances, and same day service balances
- Completes as needed end of day and month end reconciliation report ensuring that all encounters are posted and closed. Helps ensure that cash collected reconciles with system cash report; ensures that cash is secured and deposited into safe at end of day.
- Responsible for determining financial clearance prior to services rendered.

Date Approved:

Page 1 of 4

- Calculates and collects estimated patient liability (e.g., deductibles, copays, self-pay) prior to services rendered.
- Provides assistance to patients in identifying any personal financial resources, or third-party resources, which will enable them to pay for medical care or develop mutually acceptable payment plans.
- Responsible for collection of all self-pay balances by assisting and counseling patients.
- Placing delinquent accounts with outside collection agencies and working with them to procure payment of bad debt accounts.
- Responsible for adding new accounts to the collection module, preparation of documents to forward delinquent accounts to outside collection agencies, perform other clerical duties as assigned.
- Works closely with Patient Services, Benefit Coordinators and Eligibility Specialists to assist patients in obtaining health insurance coverage.
- Represents EMHC in a highly professional matter;
- Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation;
- Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary;
- Actively strives to educate the community on the mission, vision and values of EMHC in a positive approach to assist in the growth of the organization and assist our community in its healthcare needs;
- Adheres to and abides the policies and procedures of the MHA Nation and of the Elbowoods Memorial Health Center;
- Adheres to the Mission, Vision and Values of the Elbowoods Memorial Health Center; and
- Attend training as required.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

SUPERVISORY REQUIREMENTS:

- The requirement for managing of others does not exist.

QUALIFICATIONS, EXPERIENCE, EDUCATION

- Must have a High School diploma or GED
- Must have 1 – 3 years of related experience in payment collections, accounts receivable, insurance benefits, an Associate's Degree in Business Administration, or Certification in Health Care Billing;
- Must have excellent communication skills and pay attention to detail;
- Cognitive knowledge, skills, abilities as related to the position;
- Computer literate and basic proficiency with Microsoft Office and other database software. ie. RPMS/EHR;
- Knowledge of principles and practices of the organization;
- Operate standard office equipment;

- Familiarity with MHA Nation culture, values, and traditions;
- Must be punctual, reliable, dependable, and able to maintain confidentiality;
- Must have a valid driver's license and an acceptable motor vehicle record from the North Dakota Department of Motor Vehicle;
- Must submit to a Criminal Records Background Check;
- Must submit to an Alcohol/Drug Screen and random testing as per policy.

WORKING CONDITIONS:

- Work is performed in an office environment with varying conditions of noise level, temperature, and illumination.
- Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
- Work situations may be stressful and require irregular hours.
- Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment.
- Work is performed inside with exposure to unpredictable crisis situations.
- Shift work may be required.
- Extensive walking is required since interaction between all disciplines within the health care operations and management is required.
- Travel may be required to accomplish organizational goals.
- Telework is a privilege not a right. Management can revoke the telework option at any time which will require the work to be performed onsite.
- Telework travel reimbursement is reviewed on a case-by-case basis only.

PHYSICAL DEMANDS:

- 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:
 - the employee is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; and talk or hear.
 - The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl.
 - The employee must regularly lift and/or move up to 25 pounds.
 - Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
 - Must be alert, oriented, ability to perform with accuracy and be self-conscious of surroundings at all times.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice.

Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.

PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.

All interested persons must submit the following information:

Job Application (found on MHA Website)

Questionnaire for Child Care Designated Positions (found on MHA Website)

Copies of:

- ✓ Diplomas/Certificates and Transcripts
- ✓ 2 Forms of ID: (1 Driver License and/or State Issued ID) and 1 Other
- ✓ Indian or Veteran Preference documents (If applicable);
- ✓ Mandatory COVID Immunizations, unless approved exemption is provided for medical/religious purposes;
- ✓ Must submit a Child Care Questionnaire as per Indian Child Protection and Family Violence Act P.L. 101-630

Submit all necessary information to the following addresses:

Three Affiliated Tribes/MHA Nation
Human Resource Department
404 Frontage Road
New Town, ND 58763
Ph# 701-627-4781
Fax# 701-627-2960