



Elbowoods Memorial Health Care Centers

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

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: ELIGIBILITY SPECIALIST
RESPONSIBLE TO: Patient Services Manager
SALARY: Starting salary will be determined by funding, experience and training level.
CLASSIFICATION: Non-Management, Regular, Full-time
LOCATION: Elbowoods Memorial Health Center

POSITION SUMMARY: Position primarily serves as Patient Advocate for patients needing assistance with obtaining 3rd Party Resources in addition to assisting the Benefit Coordinator with patient training, maintenance of patient demographics and responsibility for insurance demographics. Purpose of work is to assist patients in obtaining the maximum payment sources that are appropriate, accessible and acceptable for the patient allowing the maximum return in revenue and minimal amount in utilizing Contract Health monies.

RESPONSIBILITIES AND DUTIES:

1. Verify registration information, insurance coverage and update demographic and health insurance information as appropriate. Maintain and verify that Insurance policies are current and active for billing purposes.
2. Scan all documentation received from patients including signatures, consents and insurance correspondence into patient's electronic health record.
3. Research all other 3rd party Alternate Resources that may be available and appropriate for patients.
4. Assist the Benefit Coordinator with the explanation of 3rd Party Alternate Resource options as well as assisting in the application process, patient training sessions or reconciliation of patient data.
5. Works with Contract Health Services to assist patient with Alternate Resources for eligibility regarding a referral by verification and assistance with 3rd party resources.
6. Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPPA regulations.
7. Continuing education to stay informed of statutes and regulations regarding all insurances and the effect it may have on a patient's eligibility.
8. Ability to cross-train to other departments within the Patient Services Department.
9. Perform other duties as assigned.

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

1. High School Diploma or equivalent, GED **REQUIRED**. *Must submit copy of degree or transcripts with application.*
2. *Two years of healthcare reception experience desirable.*
3. Efficient organizational skill and successful completion of tasks under continuing pressure, to meet the deadlines.

4. Must be able to interact positively with co-workers, follow instructions, and handle sensitive situations with tact.
5. Ability to interact with patients and members of the public with patience, courtesy and professionalism on all communication levels. In addition the specialist must have the ability to instill confidence and reliability in the Patient Services Department with patient's health insurance needs.
6. Working knowledge of medical terminology and procedure codes to communicate with patients, health care providers and insurance companies regarding a patient's insurance correspondence.
7. Knowledge of health care insurance systems; ND Medicaid, Medicare and Blue Cross Blue Shield in addition all other insurers and including the ability to assist with the Marketplace National Health Insurance Program.
8. Computer and equipment knowledge and proficiency, **REQUIRED.**
9. Ability to handle routine tasks daily.
10. Must be responsible, dependable, and punctual.
11. Must be able to maintain confidentiality of information, **REQUIRED.**
12. Must have an acceptable motor vehicle record. A copy of driver's license and verification of driver's record from the North Dakota Department of Motor Vehicle, **REQUIRED.**
13. Must submit and clear Criminal Records Background Check, **REQUIRED.**
14. Must submit to an Alcohol/drug screen and random testing per policy, **REQUIRED.**
15. Indian Preference will apply. *Must submit documentation with application to qualify for Indian Preference.*
16. Veterans Preference will apply. *Must submit documentation with application to qualify for Veterans Preference.*

PHYSICAL DEMANDS/WORK CONDITIONS:

The work requires regular and recurrent standing to perform tasks, walking between the different sections of the facilities, and reaching and bending to obtain supplies and operate systems.

WORKING CONDITIONS:

1. Work is performed in an office environment with varying conditions of noise level, temperature, and illumination.
2. Requires prolonged sitting.
3. Occasionally lifts up to 25 pounds of materials.
4. Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
5. Work situations may be stressful and require irregular hours.
6. Travel required.
7. Potential exposure to blood and other hazardous material, communicable disease, and other conditions common in a health care environment.

ACKNOWLEDGEMENT

This job description intends 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.

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR THREE AFFILIATED TRIBES HEALTH CARE CENTER POSITIONS.