

**CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION**

Position Title	Cashier/Poster	Grade	
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Department	Fiscal Services	Exempt	
Immediate Supervisor	PATIENT FINANCIAL SERVICES MANAGER	Non-exempt	X
Supervisor next in line	CFO	Workweek	40

POSITION SUMMARY

Posts third party payments and self pay payments on patient accounts. Assists customers with questions including but not limited to payment arrangements and/or directs to staff that can assist.

Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:

- Actions and communications that contribute to a team concept and create a **positive** environment for **all** customers
- Acceptable performance of essential and all job duties
- Acceptable attendance record
- Accountability for safety to self, patients, visitors and all customers, and care of equipment and building
- Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct
- Accountability for the consequences of own actions
- Physical and emotional ability to perform essential functions
- Acceptable background investigation results if required for position

Minimum Education, Experience, Licensure, Certification required:

High School diploma or equivalent.
 Prior office/billing experience with knowledge of insurance billing, hospital experience required.
 Computer and 10 key skills necessary.
 Accomplished telephone techniques required.
 Must be able to handle multiple duties concurrently.
 Must be able to work in a "team" environment with co-workers to solve billing problems and meet billing goals.

ESSENTIAL FUNCTIONS/DUTIES:
(Must be able to perform with or without accommodation)

- | | |
|----|------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Processes electronic and paper payments from third party payors and self pay clients |
| 2 | Audits credit balances and makes appropriate adjustments and refers to billing as needed |
| 3 | Documents all conversations with patients, third party payers, etc in the note file. |
| 4 | Handles phone inquiries on billing issues, transferring problem calls to appropriate parties. |
| 5 | Gives information concerning our financial policy, makes appropriate payment arrangements with all self-pay and balance after insurance. |
| 6 | Displays courteous and helpful approach when dealing with patients, visitor's staff. |
| 7 | Communicates with and keeps supervisor informed regarding billing issues, complaints from patients, departments, physicians etc. |
| 8 | Gives information concerning our financial policy, makes appropriate payment arrangements with all self pay and balance after insurance. |
| 9 | Displays courteous and helpful approach when dealing with patients, visitor's staff. |
| 10 | Communicates with and keeps supervisor informed regarding billing issues, complaints from patients, departments, physicians etc. |
| 11 | Utilizes procedures for Code Blue, Miss Red, Code Pink, Disaster Plan D or Bomb Threat. |
| 12 | Maintain confidentiality regarding all patient information. |

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13 Completes other duties as assigned

Knowledge, Skills, Abilities:

Knowledge of:
 Insurance posting and contractual adjustments
 Credit and collection procedures
 Proper phone etiquette
Ability to:
 Keep information confidential
 Perform assigned/routine duties independently
 Communicate effectively
Skills:
 Computer
 Office Equipment

OCCUPATIONAL EXPOSURE for this position:

	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
X	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

OTHER EXPOSURE for this position:

	Radiation	
	Noise	
	Other (Specify)	

PHYSICAL DEMANDS:

(Essential functions strength rating for position - see Job Analysis)

X	Sedentary	Exert up to 10# occasionally or negligible force frequently
	Light	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
	Medium	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	Heavy	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	Very Heavy	Exert > 100# occasionally, > 50# frequently or > 20# constantly

I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.

Employee's Signature	Supervisor's Signature	Date