

**CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION**

Position Title	Patient Access Reg. Representative	Grade	
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Department	Patient Access	Exempt	
Immediate Supervisor	Patient Access Manager	Non-exempt	X
Supervisor next in line	Chief of Clinical Operations	Workweek	Up to 40 hours week

POSITION SUMMARY

Patient Access plays a key role in ensuring a smooth and efficient patient experience from registration to discharge and beyond. As the initial contact for patients and customers, both in-person and via telephone, this role involves collecting accurate demographic and insurance information, verifying coverage, obtaining authorizations, and patient navigation. The representative provides excellent customer service, assists patients with completing necessary forms, and addresses any questions or concerns they may have. Additionally, the representative coordinates with various departments to facilitate smooth patient flow and ensures compliance with all regulatory requirements.

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 is required.
- Customer service experience
- Excellent organizational and time management skills.
- Strong interpersonal communication skills.
- Ability to work independently and collaboratively in a team environment.
- Advanced computer skills, including a high degree of proficiency in Microsoft Word, Excel, Teams and Outlook.

ESSENTIAL FUNCTIONS/DUTIES:

(Must be able to perform with or without accommodation)

1	Provide exceptional customer service by greeting and assisting patients, addressing inquiries, and offering information about medical procedures, appointments, and billing.
2	Accurately gather and record patient demographic and insurance information.
3	Process patient payments and discuss financial options with patients as needed.
4	Validate insurance entries using software, commercial web sites, or calling insurance companies and analyze electronic/verbal responses ensuring appropriate set-ups.
5	Ensures Medicaid Passport and other authorizations for appointments required by insurance carriers are obtained and entered onto specifically approved encounters within the revenue cycle system.
6	Reviews and analyzes errors, complete corrections daily in accordance department procedure.
7	Reviews, analyzes and interprets information obtained to determine regulatory requirements that may exist including completion of MSPQs, gathering of third-party payors in relation to accidents, etc. Maintains this knowledge for both a clinic and hospital setting.

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8	Ensure all work lists are completed and maintained within guidelines and provide appropriate hand-off information to others.
9	Collaborate with department leaders to identify areas for process enhancement.
10	Participate in team meetings to discuss and resolve registration-related issues.
11	Provide feedback and suggestions to improve departmental procedures and patient experience.
12	Maintain a thorough understanding of health insurance and government programs.
13	Perform other diverse duties as requested or required.

Knowledge, Skills, Abilities:

- Excellent organizational and time management skills.
- Strong interpersonal communication skills.
- Demonstrated ability to work independently with minimal or no supervision and as part of a team.
- Excellent research skills.
- Advanced computer skills, including a high degree of proficiency in Microsoft Word, Excel, Teams and Outlook.

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	
X	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