

CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION

Position Title	PATIENT ACCESS SPECIALIST	Grade	
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Department	ADMITTING	Exempt	
Immediate Supervisor	ADMITTING MANAGER	Non-exempt	X
Supervisor next in line	CHIEF FINANCIAL OFFICER	Workweek	40

POSITION SUMMARY

Responsible for greeting and registering patients, gathering appropriate demographic and insurance information, and collection of co-payments.

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.
 Demonstrated excellence in customer service.
 Experience in credit and cash collections preferred.
 Good verbal and written communication skills.
 Multi-line Phone System
 Computer and 10 key skills necessary.

ESSENTIAL FUNCTIONS/DUTIES:

(Must be able to perform with or without accommodation)

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|---|--|
| 1 | Complete Pre-registration process by gathering and updating demographic and insurance information to ensure accurate information for patients, guarantor, and insurance follow-up. |
| 2 | Schedules and coordinates appointments in a manner that meets the patient's needs in accordance with hospital departments and provider's schedule templates and policies. |
| 3 | Schedules and enters complex orders for ancillary services via the order communication and practice management systems. Instructs patients on specific preparations and/or restrictions necessary to prepare for ancillary procedures. Involves other departments as needed for regulatory requirements. |
| 4 | Educate patients regarding Notice of Privacy Practices (NOPP), Patient Rights, Good Faith Estimates, No Surprise Act, and Conditions of Admissions. |
| 5 | Observe Red Flag policies |
| 6 | Direct patients and paperwork to proper departments. |
| 7 | Ensure accurate and timely corrections to patient records and accounts in coordination with AccuReg, HIM and the Central Business Office. |

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8	Work with prior auth team to ensure all insurance prior authorization, demographic and eligibility information is obtained and entered accurately in accordance with established policy and procedure.
9	Initiates collection of co-payments in accordance with each patient's individual insurance policy. Accepts all other payments on accounts and provides receipts for all transactions.
10	Promptly and courteously answers incoming calls on multi line PBX demonstrating proper phone etiquette.
11	Maintains and reconciles cash drawer bank by following reconciliation policy and procedure.
12	Maintains confidentiality regarding all patient information in accordance with Hipaa & Compliance guidelines.
13	Performs other duties as assigned or needed to meet the needs of the department and organization.

Knowledge, Skills, Abilities:

Knowledge of:
 Operation of Multi line PBX.
 Proper phone etiquette.
 Department policies and procedures.

Ability to:
 Perform assigned/routine duties independently.
 Keep all information confidential.
 Work under stressful conditions.

Skills:
 Computer
 10 Key

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

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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