

**CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION**

Position Title	Patient Access Supervisor	Grade	
Department	Patient Access Supervisor	Exempt	
Immediate Supervisor	Patient Access Manager	Non-exempt	X
Supervisor next in line	Chief Financial Officer	Workweek	40
POSITION SUMMARY			
<p>The Patient Access Supervisor is responsible to assist in the coordination and supervision of the Registration department and staffing within the ER, Hospital and Clinic. This position requires a detailed knowledge base in registration, emergency department and scheduling protocols and billing practices, as well as an understanding of how these areas impact the revenue cycle at CMMC.</p> <p>The Supervisor will assist in developing and enforcing policies and procedures, monitoring the accuracy of registration and scheduling data entered by associates, ensuring that proper patient experience protocols are followed, monitoring clinic reception pools, and clearing issues in various registration and billing work queues, and managing the overall training and coordination of work for the department. Included in the supervision of these areas is preparation of staffing schedules and assistance in department improvements and changes. The ability to perform the duties of the staff supervised is required. As hospital reimbursement, patient experience, and provider schedules are dependent upon the activities of the Patient Access Department, timely completion of duties and follow-up is critical.</p>			
<p>Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:</p> <ul style="list-style-type: none"> ● 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:			
<p>High school graduate or equivalent. Prior experience in credit and collections preferred. Must have good verbal and written communication skills. Computer and 10 key skills necessary.</p>			
ESSENTIAL FUNCTIONS/DUTIES:			
(Must be able to perform with or without accommodation)			
1	Interview and register patients into system, prepare all necessary paperwork for patient registrations in a timely manner. Obtain all required signatures.		
2	Verify and update personal history and all insurance information		
3	Scan insurance information, advanced directive, and other pertinent documents		
4	Maintain knowledge of policies and procedures for CMMC		
5	Directs patients and paperwork to proper departments.		
6	Completes pre-registration duties, prepares visiting physician clinic schedules.		
7	Explains financial requirements to the patient or responsible party and collects deposits or deductibles as required.		

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8	Promptly and courteously answers incoming calls on multi line PBX demonstrating proper phone etiquette.		
9	Utilizes procedures to respond to emergency situations		
10	Answer patient billing inquiries and receipt payments.		
11	Maintains confidentiality regarding all patient information.		
12	Works with HIM to correct statistical errors		
13	Creates and maintains an audit process to review accounts and ensure accuracy		
14	Assists patient access manager and lead in coordinating training of new admissions staff		
15	Conduct team meetings to apprise staff of changes and to address broader-based program area issues and initiatives		
16	Develop staffing calendars and assure staffing needs are met. Implement alternative staffing patterns as needs arise, taking into consideration department budgetary constraints and performance requirements and restrictions.		
17	Identifies trends in errors and reports to registration manager		
18	Assist in development of admissions staff schedule and requested time off and sick calls.		
19	Ensure that patient experience and service standards are met.		
20	Uses reports and dashboards to monitor the daily productivity of the department and individuals.		
21	Monitor the accuracy of the data entry of demographic and insurance information obtained by staff for patient registration. Investigate errors, suggest changes and/or implement solutions to encountered problems. Report statistical findings to Patient Access Manger.		
22	Monitors accuracy of scheduling functions, provider templates and makes recommendations on template changes to best utilize providers time, while ensuring patient satisfaction.		
23	Maintains a solid understanding and knowledge of payer requirements, registration, and scheduling workflows, as well as referral requirements to ensure staff follows established procedures to maximize reimbursement.		
24	Work collaboratively with CMMC counterparts, Patient Financial Services, and other departments on issues relating to patient registration, scheduling, patient flow, insurance verification, referrals, and reimbursement issues. Represent the department in meetings and on committees relating to these issues.		

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Knowledge, Skills, Abilities:

Knowledge of:
 Credit/collection procedures
 Insurance benefits/deductibles
Ability to:
 Communicate effectively
 Perform duties independently
 Supervise Staff
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	
X	Other (Specify)	Extended periods in front of PC

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