

**CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION**

Position Title	Patient Financial Counselor	Grade	

Department	Fiscal Services	Exempt	
Immediate Supervisor	PATIENT FINANCIAL SERVICES MANAGER	Non-exempt	X
Supervisor next in line	CFO	Workweek	40

POSITION SUMMARY

Responsible for offering financial advice and assistance to patients regarding their medical bills. Act as a liaison between patient and their insurance company. Coordinate payments between parties. Assist in completing Financial Assistance applications and creating payment plans; navigate Marketplace to shop and enroll in insurance; or enrollment in Medicaid program. Assist patients to determine insurance coverage for perspective services. Negotiate payment for non-covered services.

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.

ESSENTIAL FUNCTIONS/DUTIES:

(Must be able to perform with or without accommodation)

- 1 Supports and demonstrates Central Montana Medical Center's Vision, Mission and Values Statements.
- 2 Participates in meetings and events as required or requested.
- 3 Completes required productivity reports in a timely manner.
- 4 Conform with and abide by all regulations, polices, work procedures, and instructions.
- 5 Maintains Confidentiality regarding patients' admission, medical and billing information.
- 6 Effective communication with patients, families, providers, and insurance providers.
- 7 Educate patients about payment options and financial assistance
- 8 Negotiate patient payment arrangements
- 9 Update patient accounts and balances
- 10 Review and process patient and insurance company forms
- 11 Completes other duties as assigned.

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Knowledge, Skills, Abilities:

Knowledge of:
Insurance billing and 3rd party payers
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