



MORROW COUNTY HEALTH DISTRICT

Excellence in Healthcare

Employment at Morrow County Health District

Morrow County Health District believes that each employee makes a significant contribution to those we serve and the District as a whole. Every day our patients, families, other healthcare providers, visitors and coworkers are always deserving of exceptional, friendly service and the highest level of quality care possible. This is made possible by all employees agreeing to adhere to the District's Promise of Excellence and upholding our True North Statement of "Welcoming our patients and providing exceptional care."

Your contribution to the District and those we care for is not limited by the responsibilities set forth in this position description. This description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary.

Title: Patient Account Representative- Clerk IV **Dept:** Patient Business Office

Exempt/Non-Exempt: Non - Exempt **Reports to:** Patient Business Office Director

Pay Equity Group: _____ **Effective:** 04/19/2022

General Position Summary:

The Patient Account Representative position requires a fundamental knowledge of the MCHD collection policy as well as the many different options that a patient may have for financial assistance. The Patient Account Representative will meet with patients and family members as requested to determine eligibility for enrollment in Medicare Part D and Oregon Health Plan and various other programs of aide and financial assistance. This position also performs general Patient Business Office duties as outlined below, including answering the main hospital switchboard, admissions, and Self-Pay Accounts Receivable follow-up.

Essential Functions:

- Greet all patients, families, and hospital visitors with a positive, cheerful attitude.
- Review daily Private Pay In-Patient, Emergency Department, and Outpatient admissions to identify opportunities to sign them up for various programs.
- Responsible for determining eligibility for various programs (financial assistance, enrollment in Oregon Health Plan (OHP).
- Sign patients up for Hospital Presumptive Eligibility (HPE) as needed.

- Record and maintain complete documentation of activities performed on guarantor accounts, which also includes correspondence from patient and/or guarantor.
- Calculate and collect cash payments appropriately for all patients.
- Set up arrangements/monthly installment plans for patients to payoff balances within the guidelines of MCHD collection policy.
- Work assigned Self-Pay AR accounts, make collection calls, and send appropriate collection letters as directed by MCHD collection policy.
- Prepare delinquent accounts for bad debt review and send to PBO Director for final review and possible assignment to outside collection agency.
- Maintain payment information on monthly payment agreements and process the payments according to the agreement.
- Work credit balances and determine if amount needs transferred to another outstanding account of a patient refund is required.
- Complete patient refund requests prior to month end process.
- Submit adjustment sheets to designated patient account representative prior to month end.
- Be able to navigate all aspects of the billing modules in host system as well as registration, health information management, and EHR.
- Must be able to explain the billing process to patients that require as well as have extensive knowledge in reviewing charges and payments made on visits.
- Answer main switchboard.
- Responsible for all admissions at Pioneer Memorial Hospital, which includes, Outpatient, Inpatient, Non-Skilled, Skilled, Series, Ambulance, Emergency Department.
- Assist with paperwork for Emergency transports as needed.
- Assist with documentation needs in the Emergency Department as directed.
- Go to the Emergency Department to deliver paperwork, wristbands, labels to nursing staff as well as obtain information from the patient and/or family to ensure system is updated with all necessary information. Obtain signatures.
- Process medical records request as needed for continuity of care when Medical Records department is out of the office.
- Must have a good working relationship with other departments; nursing, maintenance, laboratory, radiology, etc.
- Contact MCHD clinics for missing orders on patients that present for outpatient services.
- Ensure that all in-house patients have completed paperwork in a timely manner, which includes appropriate signatures prior to discharge.
- Verify all in-house admits for possible authorizations with their insurances.
- Responsible to ensuring any authorizations for in-house patients are done.
- Assist other patient account representatives and/or supervisor with special projects.
- Maintain complete records of all patients applying for financial assistance to include the application, proof of income, the acceptance/denial letter, and any other applicable documentation.
- Maintain strict patient confidentiality and follow all HIPAA regulations.
- Follow all infection control precautions and wear proper PPE when required.

SECONDARY FUNCTIONS:

- Participate in data gathering for financial reporting.

- Maintain a knowledge base of programs offered by MCHD.
- Maintain a professional environment in the front office. Ensuring the office is neat and organized.
- Ensure all safety inspections, drills and employee education are completed as per policy.
- Keep accurate record of time online in time management application, turn in to supervisor as instructed.
- Participate in required meetings and complete all assigned trainings by due date.
- Other duties as assigned by supervisor.

Job Scope:

Supervisory Responsibility:

This position has no supervisory duties.

Interpersonal Contacts:

Must have excellent interpersonal communication skills to accomplish a variety of work with various groups of people, including physicians, patients and family members, personnel from other hospitals, clinics, healthcare organizations and facilities, co-workers as well as the general public. A demonstrated understanding and appreciation for diverse cultures is required. Must be able to interact with others in a thoughtful and professional manner.

Specific Job Ability:

The Patient Account Representative must have good experience in operating basic office equipment and a multi-line phone system. Must have good general office and computer skills and be proficient in Microsoft Office software, especially Word and Excel. Excellent verbal and written communication skills required. Must be able to prioritize and reprioritize duties as needs arise. The position requires a high degree of confidentiality in working with patients' medical and financial information.

Specific Job Effort:

Mental efforts of the position include meeting with the public on a regular basis, the ability to concentrate on detail with intermittent interruptions and be able to prioritize job tasks. The ability to track day to day schedule and assignments is required. May deal with upset or angry people on occasion. May be stressful at times.

Physical efforts of the position include adequate vision, hearing and manual dexterity to perform duties. Will work indoors at a desk. Must be able to sit for long periods of time and perform computer work on a constant basis. Must be able to perform hand and eye coordination on a constant basis. Ability to communicate clearly and be able to read and understand written and verbal instructions. Hearing must be within the range of normal human conversation. Must be able to safely lift up to 25 lbs. Other efforts include walking, bending, stooping and standing.

Education, Experience and Certification/Licensure:

- High School diploma or equivalent. Some college and business/office experience preferred.
- Knowledge of medical terminology helpful and preferred.
- Computer experience required.
- Exceptional customer services skills required.

Job Conditions:

The position is located at the Patient Business Office at Pioneer Memorial Hospital in Heppner. Is subject to occasional exposure to infectious diseases, substances and odors. Position may require occasional out of town travel to attend trainings.

I have read the above position description. I will perform the position to the best of my ability. A copy of this position will be placed in my personnel file.

Signature of Employee

Date