
LAC VIEUX DESERT BAND OF LAKE SUPERIOR CHIPPEWA INDIANS

HUMAN RESOURCES
P.O. Box 129, N5384 US 45 Watersmeet, MI 49969
Phone: 906-358-4226 Fax: 906-358-4913



JOB VACANCY

POSTED: NOVEMBER 8, 2016 DEADLINE: NOVEMBER 21, 2016

POSITION: **Patient Services Representative**

DEPARTMENT: **Lac Vieux Desert Health Clinic**

LOCATION: **LVD Clinic, Watersmeet, MI 49969**

EMPLOYMENT: **Full Time**

SALARY/PAY RATE: **\$9.00 - \$14.00/hour**

DESCRIPTION:

This position is accountable for receiving patients in a courteous, professional manner, answering tough questions, scheduling patients on the phone or in person, and working to establish financial payment plans with patients according to policies and procedures of the LVD Health Center. This position works in a busy environment with frequent interruptions. This position will also be responsible for monitoring the uninsured population and communicating this information to the Benefits Specialist at LVDHC.

RESPONSIBILITIES:

- Answer incoming telephone calls
- Schedules patient appointments
- Establishes payment plans with patients
- Develop Dental Treatment plans
- Distributes CHS referrals when necessary
- Performs as the contact person for billing company by answering questions, scanning documents, etc.
- Gather data to identify uninsured population

MINIMUM QUALIFICATIONS:

- High School Diploma
- One year of prior experience in a medical office setting
- Excellent communication skills, verbal, written and typed
- Professional and customer relation skills
- Well organized, detail oriented, accurate and efficient.
- Must have efficient and accurate typing skills
- Must have a valid driver's license
- Must have working knowledge of medical and dental billing/coding

PREFERRED QUALIFICATIONS

- Formal customer service training
- Billing/Coding certification
- Valid CPR certification
- Working knowledge of an Electronic Medical/Dental Record system
- Familiar with patient statements, EOBs, co-pays and deductibles as identified by 3rd party payers

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position. The Lac Vieux Desert Tribe will provide preference to all qualified Native Americans in employment and training opportunities.

Date Approved by the Tribal Council: December 8, 2015