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# **LAC VIEUX DESERT BAND OF LAKE SUPERIOR CHIPPEWA INDIANS**

## **HUMAN RESOURCES**

*P.O. Box 129, N5384 US 45 Watersmeet, MI 49969*  
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### **JOB VACANCY**

**POSTED 5/1/2018 THRU 5/15/2018**

**POSITION:** Patient Services Representative (Medical) Clinic

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

**SUPERVISION:** Human Resources Manager

**EMPLOYMENT:** Full Time

**SALARY/PAY RATE:** \$10.00 - \$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, as transfer as needed.
- Greets patients and determines patient needs in a professional manner.
- Registers patients according to established protocols.
- Assists patients to complete all necessary forms and documentation including medical insurance.
- Ensures patient information is accurate including billing information.
- Inform patients of medical office procedures and policy.
- Ensures all new patient packets are given to Medical Records in a timely manner.
- Schedules patient appointments.
- Moves patients through appointments as scheduled.

- Answers all incoming calls and deals with inquiries in a timely, professional and polite manner.
- Collects co-pays and payments.
- Reports statistics as required.
- Obtains external medical reports as required by medical professionals.
- Responds and complies to requests for information.
- Completes all other clerical duties as assigned.
- Maintains stock of form and office supplies.
- Establishes payment plans with patients.
- 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.
- Ensures reception area is well maintained, neat and clean.
- Safeguards patient privacy and confidentiality.

### **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 skill.s
- Must have a valid driver's license.
- Must have working knowledge of medical and dental billing/coding.

### **PREFERRED QUALIFICATIONS**

- Formal customer service training.
- Working knowledge of healthcare insurance.
- Valid CPR certification.
- Working knowledge of an Electronic Medical/Dental Record system.
- Familiar with patient statements, EOBs, co-pays and deductibles as identified by 3<sup>rd</sup> 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.*

**Date Approved by the Tribal Council: December 8, 2015**