



TOIYABE INDIAN HEALTH PROJECT OFFICIAL POSITION DESCRIPTION

PURCHASED/REFERED CARE (PRC) SPECIALIST I

<i>Program:</i>	Fiscal	<i>Salary:</i>	\$38,556 – 51,931
<i>Supervisor:</i>	Controller	<i>Salary Range:</i>	5
<i>FLSA Status:</i>	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	<i>Position Type:</i>	Regular Full-Time
TIHP Board Approved: 3/04/2022			

POSITION DESCRIPTION

Responsible for American Indian and Alaska Native (AI/AN) patient registration screenings and pre-screenings for applicable program/insurance enrollments. Verifies eligibility based on established codes and notifies patients regarding eligibility. Processes patient travel and payments in accordance with Toiyabe policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Conduct AI/AN patient registration screenings.
- Conduct pre-screenings for any applicable programs (Medi-Cal, Healthy Families, CMSP, and others).
- Draft insurance eligibility letters.
- Verify Indian eligibility and residency.
- Verify tribal and reservation codes for PRC health services.
- Prepare and maintain PRC patient files.
- Assist PRC patients in the office or on the phone.
- Educate tribal members about the medical, dental, vision, and behavioral health, preventive, and dialysis services at Toiyabe, as needed.
- Remain knowledgeable about the insurance industry.
- Process AI/AN patient travel requests in accordance with relevant Indian Health Services contracts and Toiyabe policies and procedures.
- Execute purchase orders and check requests in accordance with Toiyabe policies and procedures.
- Assist PRC colleagues with tasks, as time permits.

- Process claims for payment/reimbursement in a timely manner.
- Process patient medical treatment referrals.
- Assist with maintaining Toiyabe database of patients/providers.
- Demonstrate ability to convey complex information in an easy and courteous manner; demonstrate courtesy with co-workers, patients, vendors, and service providers.
- Performs other job-related duties as assigned.

REQUIRED EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

- High school diploma or equivalent.
- Minimum one-year experience in office procedures or educational experience.
- Must have strong communication skills, above average organizational skills, and be self-motivated.
- Computer experience in Microsoft Office applications required.
- Knowledge of health insurance billing procedures and terminology.
- Becoming a Certified Medi-Cal Covered California Counselor within three months of start, and maintaining certification.
- Must be sensitive and possess an awareness and keen appreciation of Indian traditions, customs, and socioeconomic needs of the Indian community.
- Cardiopulmonary resuscitation (CPR) certified or obtain within three months of hire.

PREFERRED EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

- Prior experience
- Bi-Lingual/Spanish Speaking

ALL TIHP EMPLOYEES ARE EXPECTED TO:

- Provide the highest possible level of service to clients.
- Promote teamwork and cooperative effort among employees.
- Abide by all immunization and infection control policies.
- Maintain safe practices.
- Abide by the current and future TIHP Policies and Procedures, as they may from time to time be updated.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Sitting / Mobility: Approximately 80% of time is spent working at a desk. Balance of time (approximately 20%) is spent moving around work areas. Communication: Ability to effectively communicate with co-workers, patients, members of outside agencies, in person, by telephone, and by email. Vision: Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. Lifting / Carrying: Ability to occasionally lift and/or move objects weighing no more than 25 pounds. Stooping / Kneeling: Ability to access files/stock supplies in low cabinets and shelves. Reaching / Handling: Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard office equipment, including computer, telephone, calculator, copiers, and fax. Work is performed in an office/clinic environment; continuous contact with other staff and the public.

EMPLOYMENT INFORMATION

INDIAN PREFERENCE: Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Toiyabe Indian Health Project, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

EQUAL OPPORTUNITY EMPLOYER: TIHP does not discriminate on the basis of race, color, national original, sex, religious preference, age, handicap, marital status, political preference, genetics or membership or non-membership in any employee organization, except as allowed by Federal and/or Tribal Law.

NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT: TIHP is committed to maintaining a drug free and alcohol free workplace. TIHP believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and success of TIHP.

HIPAA Health Insurance Portability and Accountability: This act was enacted to deal with these main areas with regard to patient information. Uses and Disclosures for Treatment, Payment, and Health Care Operations (45 CFR 164.506) are also covered under this act. HIPAA

- Security of Private Health Information
- Standards of Electronic Transactions
- Privacy of individually identifiable health information
- Ready access to treatment and efficient payment for health care, both of which require use and disclosure of protected health information, are essential to the effective operation of the health care system. In addition, certain health care operations—such as administrative, financial, legal, and quality improvement activities—conducted by or for health care providers and health plans, are essential to support treatment and payment.

DRIVING RECORD: Employees must have a valid Driver License and be insurable under THIP's vehicle insurance program.

BACKGROUND CHECKS: All employees must be able to pass a background check per Toiyabe's Background Check Policy.

Toiyabe Indian Health Project is an At-Will Employer. Either the employee or TIHP can terminate the employment at will, without advance notice, at any time, with or without cause.

EMPLOYEE RECEIPT AND ACKNOWLEDGEMENT

I have received a copy of this approved position description. The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are

representative only and not exhaustive of the tasks that an employee may be required to perform. The Board of Directors reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change. I have discussed any questions I may have about this position description prior to signing this form.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

HR Representative Signature: _____ Date: _____

This acknowledgment will be placed in the employee's personnel file and copy given to employee.