



Job Title: Registration Specialist
Department: Business Office
Reports to: Business Office Administrator
FLSA Status: Non- Exempt
Salary Grade: \$20.57 – \$26.74
Location: Coos Bay/North Bend

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance.

Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Business Office Director, this position provides clerical support and insurance billing functions for the Business Office located in the Ko-Kwel Wellness Center.

1. Verifies patient information and insurance to include coverage, deductibles, etc. and maintains complete and accurate patient files.
2. Registers and checks in patients. Assists patients and staff with appointments.
3. Assists with Veteran's Affairs referrals and authorizations.
4. Assists Native patients with obtaining proper documentation; verifies documents and updates proof of status.
5. Processes new patient packets. Collects eligibility data, drafts letters, memos, and other forms of written communication, including denial letters.
6. Maintains complete and accurate, patient files, and invoices as required.
7. Assists with patient questions and paperwork as needed.
8. Answers incoming telephone calls, determines purpose of calls, and forwards to appropriate personnel, ensuring professional telephone etiquette.
9. Greets customers and visitors; determines nature of business, answers questions, and directs them to appropriate personnel.
10. Collects payments.
11. Provide clerical support for Purchased and Referred Care which could include:
 - a. Manage incoming calls as well as walk-in inquiries related to Business Office.
 - b. Process new applications for PRC enrollment, collect eligibility data, type letters, memos and other forms of written communications including denial letters.
 - c. Enter pertinent data in the PRC System.
 - d. Maintain accurate PRC account records and commitments.
 - e. Electronically file individual PRC patient files, invoices, etc. as required.
12. Functions as Outstation Eligibility Worker for Department of Medical Assistance Programs (DMAP) which includes distribution, receipt, and processing of Oregon Health Plan Applications; assisting the client with the application process and obtaining the required documentation; ensuring the application is complete and conducting any needed interviews to gather necessary data for the application process.
13. Maintains confidentiality of physical and computer records.

14. Other duties as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all work requirements that may be inherent in the job. This position may involve transporting Native Americans and Non-Native patients and clients in the Health Center vehicles, employee owned vehicles and rental vehicles to and from a variety of Health Center functions and activities.

PHYSICAL REQUIREMENTS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires sitting for extended periods of time, raising or lowering objects, and occasionally requires lifting up to 50 pounds. Requires occasional standing, walking, stooping, kneeling, crouching, or crawling. Work is generally performed in an office setting. Evening work may be required. Work involves exposure to excessive noise, infectious disease, dust, fumes, and allergens. Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to operate an electronic health records system and/or electronic patient management system.
3. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
4. Possess awareness and sensitivity of Indian traditions, customs, and socioeconomic needs and ability to work effectively with diverse cultures.
5. Knowledge of regulations on the confidentiality of medical records (HIPAA).
6. Knowledge of medical terminology.
7. Knowledge of the procedures, rules, operations, sequence of steps, documentation requirements, time requirements, functions, and workflow to process medical records, to review records for accuracy and completeness, and to keep track of processing deadlines.
8. Ability to maintain professionalism, confidentiality, and objectivity under constant pressure and crisis situations. A breach of confidentiality or fraud is grounds for immediate dismissal.
9. Ability to make decisions independently in accordance with established policy and procedures.
10. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
11. Ability to work with mathematical concepts such as basic arithmetic.
12. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.
13. Ability to organize and maintain computerized and non-computerized filing and retrieval systems.

QUALIFICATIONS

1. High School Diploma or GED required.
2. One (1) year experience working in a general administrative or reception position required. Experience in a health care setting is preferred.
3. Experience with electronic medical or dental records and electronic patient management systems preferred.
4. Knowledge of medical and/or dental terminology is preferred.
5. Medical and dental billing coursework preferred.
6. Knowledge of medical and dental coding preferred.
7. Knowledge of third-party billing is preferred.
8. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.
9. Required to accept the responsibility of a mandatory reporter of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or development disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.
10. First Aid/CPR certification required or ability to obtain within 90 days of employment.