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10,000 years in our Traditional Homeland, Prince William Sound, the Copper River Delta, & the Gulf of Alaska

ILANKA COMMUNITY HEALTH CENTER

PATIENT ACCOUNTS COORDINATOR JOB DESCRIPTION

Team: Ilanka Community Health Center Wage \$15.95 PH
Reports To: Clinic Office Manager
FLSA Status: Non-Exempt from Overtime
Prepared Date: November 19, 2009 Schedule 40 hours per week

The Patient Accounts Coordinator provides patients with information and assistance on applications for financial aid for medical services. Programs include, but are not limited to ICHC Sliding Scale Discount, Medicaid enrollment, BCHC and Pharmacy Assistance Programs.

Performs a variety of work within established policies and procedures, periodic review of work in progress, receives review of completed work.

Responsibilities/Duties

- Interviews patients for information on financial situation, insurance coverage, medication needs, and family size. Provides education to patients on programs and benefits.
- Provides follow-up to patients on an annual basis to update information and renew applications.
- Reviews daily clinic schedule for prior balances to be collected and any information needed from the patient. Verifies insurance as needed.
- Assists patients with completion of applications for federal, state, local and private programs.
 - Reviews applications for accuracy and completeness. Forwards to appropriate agencies.
 - Provides follow-up with agencies to determine status of applications.
 - Makes recommendations for ICHC Sliding Scale Discount status. Communicates Sliding Scale Discount status to billing agency for proper classification in the Practice Management system.
- Serves as local billing point of contact for patients. Reviews account activity and balances with patients. Establishes payment plans as appropriate. Coordinates efforts with contract billing agency.
- Works with local canneries and other agencies to provide education and coordinate activities.
- Maintains knowledge of the Sliding Scale Discount program, Medicaid eligibility guidelines and Pharmacy Assistance Program requirements.
- Provide education on available programs to providers and other clinic staff.
- Maintains a thorough filing system to meet audit requirements and provide an effective means of determining application status.
- Coordinates information and activities with other local agencies. Participates in local health fairs.
- Provides backup support to front desk staff.
- Participates in professional development activities to keep current with trends and practices in discount and enrollment requirements
- Maintains strict confidentiality of patient information. Handle Protected Health Information (PHI) in a manner consistent with HIPAA.

