

Gonzales Healthcare Systems - Job Description

Job Title: Patient Financial Assistance Program/Operator	Department: Business Office
Employee Reports To: Business Office Manager	Employee Supervises: None
Exempt/Non-exempt Status: Exempt	Employment Status: Full Time
Employee Signature :	Approval:
Date:	Date:
Position Summary	
<p>Performs charity care review and application processing for Gonzales Healthcare Systems. Processes accounts and handles charity care questions. Performs various business office duties and works self-pay, contract, and budget accounts. Performs functions of the switchboard including handling outside and inside calls, requests for information, operating the paging system, and providing related assistance and record keeping service. The ability to comprehend and follow routine written or verbal instruction or directions. OSHA Bloodborne Pathogens III.</p>	
Position Qualification	
Education & Licensure	High School Graduate or Equivalent preferred Bilingual preferred No licensure required
Experience	One year of office environment skills with knowledge of medical terminology preferred. Effective verbal and written communication skills. Familiarity with computers and ability to type. Knowledge of general clerical duties.
Physical Requirements	Prolonged periods of sitting, intermittent standing and walking. Occasional bending, stooping and reaching. Average lifting of 25# from the floor to waist, 30# from 30" high surface to surface, 10# overhead.
Technology Requirements	
GHS Information Systems	<p>SOFTWARE:</p> <ul style="list-style-type: none"> Citrix Cerner Office 365 Chrome Paragon One Content T Sprint NextGen DCS Image Link Engine Patient Folder SSI Print Agent Medex Logical Link Paragon Print Nextbar Claim Shuttle <p>WEBSITES:</p> <ul style="list-style-type: none"> Brightly Health.edu G Drive – ER Log, Charity, Admissions, Business Office Share PolicyStat

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Physical Access	AC-EVERYONE AC-SIEVERS CLINIC AC-ER AC-OB
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Section 1. Core Behaviors – All Staff

	Organizational Commitment
1	Demonstrates a professional demeanor
2	Is committed to GHS's Mission, Vision, Values
3	Complies with Gonzales Healthcare Systems and departmental Policies
4	Demonstrates commitment to enhancing how GHS is viewed by others
5	Adheres to Attendance & Punctuality Policy
B	Customer Orientation
1	Advocate of the diverse needs & cultural values of ALL
2	Provides attentive service to ALL
3	Demonstrates respect, sensitivity & care in ALL
4	Protects confidentiality and privacy of ALL
5	Adheres to current GHS's Customer Service Standards
C	Performance Focus & Self Management
1	Organizes & prioritizes work duties
2	Works toward the continuing growth/development of staff
3	Sets & tries to surpass personal & work goals
4	Is aware of one's impact on others
5	Is flexible & adapts positively to new, different or changing situations
6	Asks questions, is informed & acts according to GHS's standards
7	Incorporates the PI plan principles into daily activities
8	Adheres to laws and regulations applicable to job function
D	Team Orientation
1	Acts to work cooperatively with & helps other team members
2	Participates in projects & is a good team player
3	Recognizes and acknowledges others for a job well done
4	Considers coworkers views & recommendations
5	Extends team work behaviors to ALL
E.	Interpersonal Communications
1	Effectively communicates with others in an effort to create mutual understanding
2	Works to find resolutions to problems
3	Encourages two way communications
4	Maintains focus on issues rather than personalities

Section 2. Department Specific Duties and Responsibilities

A	Essential Duties & Responsibilities
1	Processes charity care applications and fills out the appropriate worksheet.
2	Reviews applications from patients. If not complete will contact the patient to request the missing information
3	Keep individual files on all patient folders at the end of each month for administrative approval.
4	Enters approved charity care applications in the computer and mails a letter to patient of status.
5	Run report on charity care entered for the month and submit a copy to each collection agency.
6	Runs aging reports on self-pay, Medicare self-pay, contract, budget accounts and works on a daily basis.
7	Turns any account over to collections in accordance with Gonzales Healthcare System policy.
8	Contact patients as needed to set up payment plans on unpaid accounts.
9	Sends collection agency files over via e-mail.
10	Runs reports for collection agencies weekly for payments posted to our system.
11	Processes collection agency returned accounts
12	Handles incoming call to the switchboard.

13	Determines the nature of the calls and properly transfers them to the appropriate person or department.
14	Maintains a current listing of Gonzales Healthcare Systems telephone numbers.
15	Pages personnel upon request.
16	Provides information and assistance for internal and outgoing calls.
17	Process mail for accounting department and take to them before or shortly after lunch.
18	Makes announcements or pages as required in emergency situations or by specific Gonzales Healthcare Systems plans.
19	Back up to OP & ER Registration.
20	Recommends improvements or changes to supervisor.
21	Works accounts and determines why account has a credit balance & processes refund requests.
22	Assist Business Office Manager as needed on assigned tasks.
23	Continually keep current on changes from Medicare/Medicaid & Commercial Insurance.
B	Infection Control Duties and Responsibilities
1	Follows Infection Control guidelines and policies for Gonzales Healthcare Systems.
C	Safety Duties and Responsibilities
1	Follows Safety guidelines and polices for Gonzales Healthcare Systems.