



Poarch Band of Creek Indians

5811 Jack Springs Rd. ♦ Atmore, AL 36502

	Job Announcement: HR2017:122
Position Title: Patient Registration Specialist (Primary Care)	Advertising: Publicly
Department: Health	Division: Health & Elder Services
Immediate Supervisor: Patient Registration Supervisor	Department Director: Health & Elder Services Division Director
Employment Status: Non-exempt	Position Type: Regular Full-Time
Mandatory Reporter: No	Background Check Required: Yes (data-sensitive)
Opening Date: Thursday, November 30, 2017	Closing Date: Thursday, December 14, 2017 by 5:00 p.m.

Preference shall be given in accordance with the Title 33 (Tribal Employment Rights) of the Tribal Code.

Overall Objectives of Position

The Patient Registration Specialist is responsible for gathering and maintaining patient demographic database in the department data system, while providing excellent customer service and maintaining strict adherence to all HIPAA and privacy regulations. This job description is not an all-inclusive list of the duties and responsibilities of this position. The Patient Registration Specialist (Primary Care) is expected to perform all duties and responsibilities necessary to meet the goals and objectives of applicable program.

The Patient Registration Specialist (Primary Care) is expected to live the Purpose and Values of the Poarch Band of Creek Indians and will go beyond the call of duty.

Primary Responsibilities of the Patient Registration Specialist (Primary Care)

- Interviews patients to obtain pertinent patient registration information: i.e., demographic and insurance information and authorization to enable billing for the health care services provided from all alternate resources, including the non-beneficiary services.
- Maintains, enters, updates, and verifies all alternate resources data necessary for patient registration and for accurate bill through the use of RPMS/BMW Patient Registration System.
- Prints out demographic information for each patient to review for correctness prior to their PCP visit.
- Links patients with Portal website upon presentation of valid photo ID
- Makes appointments as per Policy of department in which they work
- Performs other duties as assigned by the appropriate person.

Day-to-day Responsibilities

- Makes corrections as necessary to improve the Patient Registration System.
- Collects third party recipient health cards, obtains photocopies of the card and explains the program to the beneficiaries: i.e., why Medicare, Medicaid and / or private/commercial insurance will be billed for the services they received at the IHS facility.
- Obtains signatures for file on required forms for alternate resources and contract health services prior to patients being seen in the clinic for billing purposes and/or contract health services eligibility.
- Greets patients to the clinic area.
- Assures appropriate entry into the patient care delivery system, routing patients to points – of service(s). Activates the care-encounter via the RPMS/ PCC/EHR data system.
- Schedules patients with the doctors, nurse practitioner, nurses, lab and other needed appointments, etc.
- Answers phone calls and takes messages for clinic staff.
- Adheres to ALL HIPAA guidelines and the Privacy Act regulations.

Education/License/Certification and Experience Requirements

- High school diploma or equivalent required.
- Must maintain current professional licensure in Basic Life Support (BLS) or obtain licensure within ninety (90) days of date of hire.
- One (1) year employment experience in medical reception duties preferred.

Skills Required

- Absolute confidentiality, adhering to HIPAA guidelines and the Privacy Act.
- Must have a working knowledge of computers with the ability to work in a Windows environment with various software programs such as Microsoft Office software and etc.
- Familiarity with the cultural factors relative to the care of Native Americans preferred.
- Ability to work in a high-performance, fast-paced, high-pressure environment.
- Ability to work in a cross-cultural environment.
- Adept at multi-tasking, have unquestionable integrity, with an uncompromising commitment to quality.
- Organized with unfailing attention to detail.
- Exceptional interpersonal and communication (verbal and written) skills.

Additional Requirements

- Ability to work odd and irregular hours, as needed; flexible in regards to accommodating emergency visits as needed.
- Must possess and maintain documentation of immunization against Hepatitis B, or must obtain immunization within ninety (90) days of date of hire.
- Must successfully pass the required criminal and character background check.
- Ability to travel and participate in required training, leadership development, and other events.
- Ability to adequately and successfully perform all duties and responsibilities of this position.

Every applicant must complete an application provided by Human Resources. Human Resources is located in the modular building next to the Assisted Living Facility. A resume will not be accepted in the place of an application. **Complaints about the recruitment or selection process for employment should be directed in writing to the Human Resources Director of PCI Tribal Government.**