



Position Description

Position Title: Financial Advocate
Department: Operations
Reports To: COO
Status: Full Time

Summary

As a member of the Registration Professional Team, the individual is the Subject Matter Expert responsible for, insurance verification, educate patients on insurance coverages, discuss with patients' co-pays, billing, pre-payments and cost of services as well as understanding the sliding fee scale

Duties & Responsibilities

- Provide patients with account information and financial responsibilities at the time of check in.
- Verify patient insurances using electronic tools
- Assist patients with account and billing questions including the ability to communicate with patients their explanation of benefits documents.
- Assists Patients with Sliding Fees Scale Information and Application
- Counsels' patients on expected copayments and financial responsibility for current and future services.
- Serves as the Subject Matter Expert for team members helping them counsel patients on financial obligations.
- Coordinate with accounts receivable team for follow-up on outstanding patient account balances and billing concerns.
- Work with accounts receivable team on other patient and insurance account concerns.
- Posting personal payments.
- Perform Registration Professional Duties as required
- Promote the mission, vision and values of the organization in all interactions.
- Report to work as scheduled
- Other duties as assigned

Qualifications

The individual must respect the confidentiality of patient information while performing job duties and to establish and maintain effective working relationships with patients, employees and the public. The individual must be highly organized and have strong initiative and problem-solving skills, in addition to having a basic knowledge of accounting and customer service functions of an office.

Education and/or Experience

The position requires a high school diploma. An associate's degree in a health or financial related field is preferred. Demonstrated knowledge of Health insurance and/or reimbursement is strongly preferred. This position requires a current American Heart Association BLS CPR certification.

Communication Skills

The individual must possess the ability to read and interpret documents such as operating instructions, and procedure manuals; write routine correspondence; speak effectively before groups of customers or employees of the organization. Bilingual skills (Spanish/English) are helpful, but not required. Communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team approach to the maintenance of health and the treatment of disease. Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.

Computer Skills

The candidate must demonstrate a working knowledge of computers. Experience with a Health Care electronic health record is preferred.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting files or paper weighing 25 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Specific vision abilities required by this job include close vision, color vision and ability to adjust to focus

Work Environment

Work is performed in a general office setting. Interaction with others is frequent and interruptive. Work may be stressful at times. Work hours are 40 hours/week for full-time employees, 30 or more hours/week for limited full-time employees and less than 29 hours/week for part-time employees. Work hours correspond to the hours that the health center is open, which include weekday business hours and exclude holidays and weekends. Occasional overtime may be requested.

As an organization committed to diversity and inclusion, Scenic Bluffs Community Health Centers provides equal employment opportunities to all employees and applicants for employment, encourages applications from historically underrepresented groups, and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Acknowledgement

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

Employee Signature

Date