



**MI'KMAQ NATION**  
**POSITION DESCRIPTION**

**TITLE:** BEHAVIORAL HEALTH SUPPORT ASSISTANT

**CLASSIFICATION:** Hourly/Non-Exempt

**IMMEDIATE SUPERVISOR:** Behavioral Health Practice Manager

**NOTE:** The following includes data on essential job function as well as physical, mental, academic and experiential requirements for the job defined herein. The description is meant to serve interviewers, applicants, directors, and incumbents as a reference tool for determining whether applicant or employee qualifications are sufficient to perform the tasks and assume the responsibility as described herein. Some aspects of this portion may change over time, according to the MN needs, which changes may not be recorded at this time.

**SUMMARY OF POSITION:** The Behavioral Health Support Assistant is responsible for Patient Registration, Medical Records Support, Office Automation, and clerical support duties in support the care and treatment given to patients who present for behavioral health services. The Support Assistant duties includes: receiving and relaying incoming telephone calls, receiving and directing patients and visitors, answering routine inquiries, assembling patient medical records filing medical results into the medical record, and clerical duties relating to patient care and treatment, e.g. scheduling appointments for patients). The Support Assistant duties such as providing complete and accurate patient data for the behavioral health program. Duties such as the processing of authorized documents, courteous patient contact, and good public relations, thereby enabling for the behavioral health program to provide quality patient care.

**EDUCATION (AND PERTINENT EXPERIENCE):** High School Diploma or GED. An Associates Degree in Medical Office Assistance is preferred. At least two (2) years of experience in Medical Office assistance (primarily with behavioral health preferred). Familiarity with Electronic Health Records a Plus.

**LICENSES OR CERTIFICATIONS:** Valid driver's license.

**SKILLS/KNOWLEDGE/ABILITIES REQUIRED:** Knowledge of interview techniques, Medical Records and Patient Registration functions, policies and procedures, in order to better refer patient inquiries to the appropriate personnel. Knowledge of ongoing maintenance of patient medical records. Knowledge of the RPMS Patient Registration System, Appointment System and related software packages. Working knowledge of general computer skills including use of a video display terminal and

keyboard to interact efficiently and effectively with standard RPMS applications.

Knowledge of medical terminology, accepted medical abbreviations, pharmaceutical terms, hospital terms, and medical abstracts. Knowledge of the Privacy Act of 1974, HIPAA and Freedom of Information Act, in regard to the patient's right to confidentiality; and procedures for obtaining authorization for release of information from the patient's medical records. Preference for individuals who have skills related to behavioral health related topics such as providing resources in time of high emotional stress.

**WORKING CONDITIONS:** Work is normally performed in an office setting. Use of video display terminal and keyboard are an extensive part of the incumbent's responsibility. There is frequent contact with patients. May, from time to time, encounter hostile and/or sensitive individuals in the course of enforcing regulations as to authorization and referral to private facilities. The employee is exposed to communicable diseases.

**FUNCTIONS/TASKS:**

**A. Receptionist Duties:**

1. Assures maximal identification of persons who have, or are eligible for alternate resources, by implementing screening and interviewing method effectively. Interview all patients eligible for Medicare, Medicaid, and Private insurance benefits, to ensure they understand their entitlement.
2. Acts as a receptionist for patients, visitors, and the general public, directly, face to face, or over the telephone.
3. Makes appointments for general and special clinics; notifies patients for return behavioral health follow-up as requested by the provider, and for cancelled and/or rescheduled appointments.
4. Create and manage multiple clinic schedules to assure they are booked and blocked accordingly.
5. Reviewing and gathering signatures on patient registration documents for both initial appointments and for annual updates and submitting them to appropriate personnel for scanning into EHR.
6. Provides supervisor with monthly workload reports, including no show/cancelations rates for reporting purposes.
7. Operates RPMS peripheral equipment (CRT and Printer) for the purpose of entering medical data into the RPMS patient registration and appointment scheduling system.
8. Under the Privacy Act and HIPAA, incumbent will maintain the privacy and confidentiality of patient medical records according to the IHS standards and regulations, the Privacy Act, HIPAA and 42 CFR confidentiality standards

## **B. Patient Registration Duties:**

1. Maintain accurate and up to date registration information on all patients who present for health services, into the Practice Management Application Suite within EHR. Ensure that all other staff involved with the collection of patient registration information comply with proper registration procedures.
2. Interviews patients to obtain pertinent patient registration information, i.e., demographic, insurance information and authorizations, to enable the Clinic's Business Office to bill for health care services provided, from all alternate resources including the nonbeneficiary services.
3. Assists patients in completing new or updated forms for the RPMS Patient Registration System.
4. Ensure that all required registration forms are completed and signed by patients for each calendar year and scanned into EHR.
5. Identifies these patients whose health benefits are subject to prior approval to determine the extent of health care for both inpatient and outpatient services.
6. Obtains signatures, for files on required forms for all alternate resources, prior to patients being seen in the clinic, for billing purposes and/or Purchased Referred Care eligibility.
7. Makes computer updates, makes any necessary corrections and verifies data, necessary for accurate billing, through the use of the RPMS patient registration system.
8. Updates all pertinent patient records and documents with current alternate resources information.
9. Obtains the patient's Third-Party health insurance cards, photocopies the insurance cards for the patient's health record, and explains the program to beneficiaries; i.e., why Medicaid, Medicare, and/or Private/Commercial Insurance will be billed for the services they received at the clinic, as mandated under the Federal Medical Care Recovery Act and current regulations and policies; patient's right to confidentiality; and procedures for obtaining authorization for release of information from the patient's medical records.

1. Maintains strict adherence to all MN Personnel Policies.
2. Reviews and adheres to the Privacy Act and HIPPA rules and regulations. Monitors and enforces compliance of staff with all applicable rules and regulations governing the privacy and confidentiality of patients, Health Department and IHS data and information.
3. Consents to a State of Maine Criminal Background and DHHS checks and have no significant findings.
4. Reviews, signs, and adheres to the Privacy Act of 1974, and Confidentiality Statement.
5. Reports to the Business Office Manager, of significant findings in relation to health matters that come to his/her attention during the performance of official duties.

6. Carries out additional duties as assigned by the Business Office Manager.

**NOTICE:** This Position Description in no way implies that the responsibilities and tasks are the only responsibilities and tasks performed by the MSA Technician occupying this position. S/he will be required to follow any other instructions necessary to perform any job related duties as required by his/her immediate supervisor.

Requirements stated herein are minimum levels of knowledge, skills, and/or abilities, to qualify for this position. To perform the scope of work, duties, and responsibilities of this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently. "Ability" means to possess and apply both knowledge and skills.

All employment decisions, including promotions, transfers, and others, are based on meeting all requirements herein, on tribal need, the employee being in good standing (including the lack of disciplinary actions), meeting all applicable performance standards and other non-discriminatory criteria. The methods of fulfilling requirements are subject to possible modification to reasonably accommodate qualified individuals who pose a direct threat of significant risk of health and safety of themselves and/or others.

**Only individuals with proof of complete COVID-19 vaccination will be considered for hire.**

**The closing date for this position is January 2, 2024 Submit a completed application package, including a cover letter, resume, an application, and copies of certificates/licenses/degrees stated *in your application*. Go to [www.micmac-nsn.gov](http://www.micmac-nsn.gov) to find the job description and job application, or call Mike Carlos at 764-1972 to have an application mailed. This position is subject to FBI, DHHS, and State of Maine background checks.**

**Please send the completed Job Application to the following address or email:**

Mike Carlos  
Attn: Human Resource Assistant  
Mi'kmaq Nation  
7 Northern Road, Presque Isle, ME 04769  
[mcarlos@micmac-nsn.gov](mailto:mcarlos@micmac-nsn.gov)

***The Mi'kmaq Nation practices Native Preference to qualified Native Americans in accordance with 25 USC 472, 472 (a) and P.L. 93-638 and is an Equal Opportunity and service provider.***