

# AROOSTOOK BAND OF MICMACS

## POSITION DESCRIPTION

**TITLE:** MEDICAL SUPPORT ASSISTANT (CLINIC RECEPTIONIST and PATIENT REGISTRATION)

**CLASSIFICATION:** Hourly/Non-Exempt

**IMMEDIATE SUPERVISOR:** Business Office Manager

**NOTE:** The following includes data on essential job functions 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 ABM needs, which changes may not be recorded herein at this time.

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

**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 patient, visitors, and the general public, directly, face to face, or over the telephone.
3. Makes appointments for general and specialty clinics; notifies patients for return medical follow-up as requested by the medical provider, and for cancelled and/or rescheduled appointments.
4. Patient notification of appointments by sending Pre-Appointment letters weekly and reminder calls daily.
5. Create and manage multiple clinic schedules to assure they are booked and blocked accordingly.
6. Scanning patient registration documents into EHR.
7. Provides supervisor with monthly workload reports, establishes BCPC — Benefit Coordinator Productivity Cases for alternate resources for tracking purposes.
8. Operates RPMS peripheral equipment (CRT and Printer) for the purpose of entering medical data into the RPMS patient registration and appointment scheduling system.
9. 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, and HIPAA.

## **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. This includes outpatient visits emergencies and Mental Health patients.
4. Ensure that all required registration forms are completed and signed by patients for each calendar year and scanned into EHR.
5. Determines the eligibility of patients seeking health care, who have not previously been treated at the clinic, by obtaining evidence of federally recognized, tribal enrollment certification, or other documentary proof of Indian Descent, in accordance with IHS guidelines.
6. Identifies those patients Whose health benefits are subject to prior approval to determine the extent of health care for both inpatient and outpatient services.
7. 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.
8. Makes computer updates, makes necessary corrections and verifies data, necessary for accurate billing, through the use of the RPMS patient registration system.
9. Updates all pertinent patient records and documents with current alternate resources information.
10. Obtains the patient's Third-Party health insurance cards, photocopies the insurance cards for the patient' 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.

## **C. Other Roles and Responsibilities:**

1. Strict adherence to all ABM 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. Attends all required trainings and assigned meetings.
4. Reports to work, meetings, trainings, and scheduled appointments on time.
5. Consent to a State of Maine Criminal Background and DHHS checks and have no significant findings.
6. All other duties as assigned.

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

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

All employment decisions, including promotions, transfers and others, are based on meeting all requirements herein, and on Tribal need, the employee's being in good standing (including 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 or significant risk to health and safety of themselves or others.

**THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE.**

This is a partial list of duties for a complete list of tasks please go to [Micmac-nsn.gov](http://Micmac-nsn.gov) to for complete job description. **The Closing date for the position is March 7, 2024.** If you are interested in applying for this position you must submit a completed job application; a completed application includes copies of certificates/licenses/degrees you have stated ***that you have obtained in your application, along with a cover letter and a resume, 3 professional references from current or past employers (within 3 years).*** A complete Job Description and an Applications can be accessed online at [www.micmac-nsn.gov](http://www.micmac-nsn.gov) under Job Opportunities or you can call Beth Diamond at 764-1972 to have an application mailed. An offer of employment will not be made without successful DHHS and State of Maine background checks. The successful candidate must also submit to an FBI fingerprint background check.

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

**Attn: Human Resource Office Manager Beth Diamond**

**Mi'kmaq Nation**

**7 Northern Road, Presque Isle, ME 04769**

**[bdiamond@micmac-nsn.gov](mailto:bdiamond@micmac-nsn.gov)**

***The Mi'kmaq Nation practices Native Preference to qualified Native Americans in accordance with Public Law 93-638 and is an Equal Opportunity and service provider.***