



POSITION DESCRIPTION



TITLE: MEDICAL SUPPORT ASSISTANT (MSA) TECHNICIAN II

CLASSIFICATION: FULL TIME/NON-SALARIED/HOURLY

IMMEDIATE SUPERVISOR: PATIENT RESOURCES AND HEALTH INFORMATION DIRECTOR

SALARY RANGE: \$15-\$17

NOTE: The following includes data on essential functions, as well as physical, mental, academic and experiential requirements for the position defined herein. This Position 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.

SUMMARY OF POSITION: The Medical Support Assistant (MSA) Technician (hereinafter, the MSA Tech) is responsible for helping to identify and assist ABM Community members through the process of becoming eligible for Direct and Purchased and Referred Care services. The MSA Tech will work at the front desk to assist in patient registration, answering phones, helping with completing alternate resource applications, scheduling functions, and processing referrals to include retrieving and scanning medical records as needed.

EDUCATION (AND PERTINENT EXPERIENCE): High School Diploma or GED with preference for an Associate's Degree in a related field (ex. Medical Office Assistant) and/or at least two (2) years' experience working in office administration.

LICENSES OR CERTIFICATION: Possess a valid driver's license.

SKILLS/KNOWLEDGE/ABILITIES REQUIRED: Basic computer skills. Understanding of basic medical terminology and procedures. Excellent communication (both written and oral), and organizational skills. Ability to deal effectively with people, and be sensitive to the needs of the people.

WORKING ENVIRONMENT: Regular office environment, primarily on-site. Must be willing to travel throughout Aroostook County utilizing any agency vehicles available, or personal vehicle. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

FUNCTIONS/TASKS:

1. Coverage of front desk to include all duties related to scheduling patient care with the appropriate provider, answering phones, check-in and check-out patients to include making follow up appointments as needed, and screening patients for alternate resource eligibility.
2. Interviews patients to obtain pertinent patient registration information i.e. Demographics, insurance information and authorizations to bill insurances.
3. Assists patients in completing new or updated patient registration forms as needed.
4. Assist with identifying and completing alternate resource applications for patients.

5. Educates patients on requirements for eligibility for Purchase and Referred Care.
6. Assists with processing referrals to include scheduling the patient's appointment(s), sending medical records to the facility, and retrieving/scanning the medical records at the completion of the visit.
7. Serves as back-up medical records scanner using VISTA imaging.
8. Assists with signing up patients for access to their personal health records (PHR) initiative.
9. Maintains strict adherence to all ABM Personnel Policies.
10. 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.
11. Consents to a State of Maine Criminal Background and DHHS checks and have no significant findings.
12. Reviews, signs, and adheres to the Privacy Act of 1974, and Confidentiality Statement.
13. 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.
16. 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.

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 stated in your application, a cover letter and a resume, *and* 3 professional references from current or past employers (within 3 years).

A complete Job Description and an Application can be accessed online at www.micmac-nsn.gov under Job Opportunities, or you can call our office to have an application mailed. An offer of employment will not be made without a successful DHHS, State of Maine background check, and or FBI fingerprint background check.

CLOSING DATE: March 24, 2025

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

Attn: Human Resource

Mi'kmaq Nation

7 Northern Road Presque Isle, Me. 04769

bdiamond@micmac-nsn.gov

The Mi'kmaq Nation practices Native Preference to qualified Native Americans under Public Law 93-638 and is an Equal Opportunity and Service Provider.