
FEATHER RIVER TRIBAL HEALTH

POSITION DESCRIPTION

JOB TITLE: PURCHASED/REFERRED CARE (PRC) CLERK

Grade: 5

Reports to: Health Information Director	Department: Health Information
Classification: Non-Exempt	Supervises: None

POSITION SUMMARY:

As a part of the Health Information, this position is detail-oriented and responsible for a wide range of patient services related to the Purchased/Referred Care (PRC) program and activities of FRTH. This position helps to ensure that the department meets the organization's PRC and patient eligibility requirements. Provides PRC financial support for approved referrals of patients eligible under organizational and Indian Health Service policies and procedures. Under supervision, maintains the appropriate systems of payment authorization and follow-up and maintains an up-to-date and accurate record of all expenditures and obligations through the PRC system.

ESSENTIAL FUNCTIONS:

1. Coordinate with the Registration Clerk, maintains up-to-date information regarding patient registration, insurance, and changes to patient information that impacts PRC.
2. Prepares a file of each eligible patient receiving or requesting PRC.
3. Work with all FRTH staff to ensure that PRC is provided in accordance with agency's policies and procedures and services are coordinated between departments.
4. Prepares purchase orders utilizing the PRC invoice and process from bills received from patients and outside providers related to eligible PRC services in a timely basis.
5. Performs data entry into the PRC system to produce payment documentation and reports.
6. Contacts outside agencies and business related to PRC services performed in order to obtain information to assist in the development of payment documentation.
7. Works with FRTH staff to develop categories of services used by PRC patients.
8. Responsible for input and retrieval of deferred and denied services through the PRC system in order to develop reports.
9. Responsible to work with PRC patients to ensure understanding and compliance with PRC guidelines including providing education on levels of service, reporting requirements, and eligibility.
10. Responsible for input of data related to eligibility for services through the PRC program including 72-hour notices, PRC requirements, and change in resources.
11. Assists in training staff and patients regarding the PRC policies and procedures.
12. Maintains strict confidentiality of all patient records and information.

ADDITIONAL RESPONSIBILITIES:

1. Provides liaison activities and services to all departments, as appropriate.
2. Learn and implement electronic health records functions as they continue to evolve.
3. Provides other allied duties as may be assigned from time to time.
4. Attend all trainings, meetings and conferences as required.
5. Works on special projects and reports as requested including accreditation and audits.
6. Performs a variety of duties as required to meet the needs of the department.

KNOWLEDGE, SKILLS AND ABILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

1. Knowledge of policies and regulations regarding Purchased/Referred Care (PRC), Patient Registration, and EHR referral program, preferred.
2. Ability to maintain a professional attitude and appearance at all times.
3. Ability to meet deadlines and assigned projects in a timely, efficient manner.
4. Demonstrate awareness, sensitivity and appreciation of Native American culture, traditions, customs and socioeconomic needs.
5. Human relation skills to deal effectively with patients, clients, staff, Board members, community members and visitors in person and on the telephone.
6. Pleasant personality and manner.
7. Positive attitude.
8. Ability to operate computer programs sufficiently to perform job duties.
9. Must have the ability to communicate and write clearly and concisely.
10. Ability to work under stressful conditions and time constraints.
11. Ability to work independently on a variety of responsible tasks.
12. Knowledge of modern office equipment such as POS, copier, fax, computer, and Internet.
13. Basic knowledge of programs such as Medi-cal, Medicare, PRC, and other insurance resources, preferred.
14. Ability to be punctual with minimal absences.
15. Knowledge of ICD-9 or ICD-10 and CPT coding.
16. Ability to pay attention to detail.

EDUCATION AND EXPERIENCE:

1. High school graduate or GED equivalent.
2. Two (2) years experience in medical office area and/or at least one (1) year in Purchased/Referred Care (PRC).

PHYSICAL REQUIREMENTS:

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 disability to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms, stoop, kneel or crouch; and talk and hear within normal range. The employee is frequently required to stand, walk, sit, climb, or balance and use taste and smell senses. The employee must regularly be able to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. This position is physically and emotionally challenging. There is a high degree of stress. Ability to deal with time constraints and emotional stress and exposure to body fluids and viruses are also essential functions of this job.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to odors and airborne particles. The noise level in the work environment is usually moderate.

Reasonable accommodations will be given to qualified disabled applicants pursuant to Section 501 of the Rehabilitation Act of 1973, 29 U. S. Code 791, Title 29, and the Americans with Disabilities Act (ADA).

Reviewed Job Description:

Employee Printed Name: _____

Employee: _____

Date: _____

Supervisor: _____

Date: _____

Executive Director: _____

Date: _____
