
FEATHER RIVER TRIBAL HEALTH

POSITION DESCRIPTION

JOB TITLE: PURCHASED/REFERRED CARE (PRC) REPRESENTATIVE

Grade: 5/6

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

POSITION SUMMARY:

As a part of the Health Information Department, this position is responsible for a wide range of patient advocacy services related to the Purchased/Referred Care (PRC) program. Duties include working with FRTH staff within the agency and outside agencies regarding the PRC program; educate PRC patients on guidelines, requirements, and use of PRC. This person is also responsible for monitoring the ongoing usage of services by PRC patients as it relates to eligibility and proper use of system.

ESSENTIAL FUNCTIONS:

1. Meet with patients to educate them on the Purchased/Referred Care (PRC) program as it relates to guidelines, requirements, and use of PRC as a resource.
2. Assists patients and staff with determining resources for patient services by making referrals to appropriate department or agency, such Medi-Cal Managed Care.
3. Work with staff to assist patients with determining eligibility for health insurance benefits.
4. Work closely with PRC Clerk and various departments within the agency to ensure that PRC patient issues are addressed in a timely, efficient manner.
5. Provides training to staff and outside agencies regarding the PRC program.
6. Works with Billing Department to ensure that billing issues are addressed in a timely manner.
7. Reviews 72-hour notices for appropriateness and eligibility and entry into EHR system.
8. Reviews patient-submitted invoices for PRC processing to ensure claim meets PRC guidelines.
9. Works with various departments within the agency to ensure that PRC patients are aware of ongoing eligibility issues related to referrals and access to services.
10. Obtain records from outside facilities in regards to referral authorizations.
11. Maintains strict confidentiality of all patient records and information.
12. Assists in the development of PRC material for use by the agency and patients.
13. Order necessary reports/notes for claim eligibility and payment processing.
14. Research patient referral status and documentation necessary for claims approval.
15. Maintain tracking of patient education and denial log.
16. Serves as back-up to PRC Billing Clerk.

ADDITIONAL RESPONSIBILITIES:

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

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 IHS RCIS 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 Indian 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, positive attitude and manner.
7. Ability to operate computer programs sufficiently to perform job duties.
8. Must have the ability to communicate and write clearly and concisely.
9. Ability to work under stressful conditions and time constraints.
10. Ability to establish and maintain effective working relationships with the public and staff.
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. Ability to be punctual with minimal absences.
14. Knowledge of ICD-9 or ICD-10 and CPT coding, preferred.
15. Ability to pay attention to detail.

EDUCATION AND EXPERIENCE:

1. High school graduate or GED equivalent.
2. Experience in working with insurance processing, eligibility, and verification as it relates to services provided by FRTH, preferred.
3. Experience working with Purchased/Referred Care policies and procedures preferred.
4. At least 1 year experience working with insurance resources such as Medi-cal and Medicare, as well as private insurances.

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: _____
