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10,000 years in our Traditional Homeland, Prince William Sound, the Copper River Delta, and the Gulf of Alaska

## Ilanka Community Health Center Patient Services Specialist

**Team:** Health and Wellness Team

**Reports to:** Patient Services Supervisor

**FLSA Status:** Non-Exempt from Overtime

**Salary Range:** \$22.00 - \$29.00

**Schedule:** Regular, Fulltime

**Last Revised:** July 2022

The Patient Services Specialist (PSS) has the skills to guide patients through the registration process, assist and educate on Marketplace and Medicaid/Medicare enrollment and fully process patient referrals in a proactive and helpful manner. This position works collaboratively with the RN Case Manager, physicians, staff, and other health care professionals to ensure that appropriate care is provided to all patients.

### ***Duties/Responsibilities:***

- Scheduling appointments: ensuring clinic schedule is accurate and effective
- Obtaining and verifying patient registration information and insurances
- Collecting time of service payments as well as establish payment plans, calculate discounts, and coordinate bad debt collection
- Checking in and checking out patients
- Coordinates patient care continuity with internal and external referrals to specialty providers, including the tracking of hospital admission, discharge, and follow-up
- Maintain referral database and successful initiating, tracking and completion of all referrals
- Assists with patient travel arrangements
- Achieve CAC Certification to assist with Insurance enrollment
- Acts as liaison between Care Management, Business Office, Patients, Specialty Providers, and Insurance carriers
- Assists with Saturday front desk coverage as needed
- Able and willing to attend training
- Assists with the Quality Assurance and Quality Improvement process
- Use Electronic Medical Records for day-to-day record keeping, which includes accurate entry/scanning of information into patient charts as well as ensuring information is only released to authorized entities
- Maintain a high level of confidentiality in accordance with HIPAA and HITECH regulations, which includes only accessing appropriate information needed to perform job duties



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- Supports and facilitates positive interaction with others as evidenced by professional maturity, respect for others, a team-centered approach, maintenance of confidential information and an appreciation of a variety of viewpoints and diversity in the workplace
- Participates in community-wide health care activities such as health fairs as well as NVE hosted events
- Supports the mission, vision, and philosophy of ICHC as evidenced by compliance with all organizational policies and procedures

***Required Skills/Abilities:***

- Minimum two-year office experience, preferably in a clinical/patient setting
- Experience with Electronic Medical Records preferred
- Excellent customer service skills, including an ability to empathize with others in stressful situations, presenting oneself with a calm and caring manner
- Ability to organize and manage multiple projects, strong coordination and organizational skills, good judgement, resourceful problem-solving, ability to follow through with delegated tasks and provide accountability and ownership for work
- Knowledge or skills to operate and/or learn specialized software and computer programs

***Education and Experience:***

- High School diploma or GED
- BLS or CPR Pro – required within 3 months of hire if not already certified
- Certified Application Counselor (CAC) – training and certification to be completed upon hire

***Physical Requirements:***

- Typically lifts 15 lbs. to coordinate work occasionally
- Regularly manipulate electronic data to gather, input and otherwise coordinate work
- Regularly use mental, oral, and written methods to complete work
- Work will be completed in an outpatient clinic
- Possible exposure to blood, body fluid, or tissues. Use of personal protective equipment (PPE), when appropriate, is required

***Disclaimer***

NVE has the right to assign or reassign duties and responsibilities to this job at any time. By signing below, I acknowledge receipt of this job description.

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Employee Signature

Date