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## **Ilnaka Community Health Center Revenue Cycle Specialist I**

*This position is responsible for daily tasks related to the revenue cycle and accounts payable processes. Work is completed under the guidance of the Revenue Cycle Supervisor and includes a variety of routine tasks. Position receives detailed instructions on new projects and assignments. This position may involve travel for training purposes.*

**Team:** ICHC Team

**Reports to:** Revenue Cycle Supervisor

**FLSA Status:** Non -Exempt

**Salary Range:** \$22.00-\$28.00 per hour/DOE

**Schedule:** Full Time, Regular

**Last Revised:** September 2021

### **Major Duties/Essential Functions**

- Reviews claims to ensure patient information is complete and billing is completed timely, updating patient information, and documenting in the account as necessary.
- Works with billing company to ensure unpaid claims are researched promptly and resubmitted.
- Responsible for timely investigating and efficient follow up of patient billing inquiries.
- Complete daily reconciliation of front desk payments.
- Maintain current understanding of contracted payor agreements.
- Work daily with Billing team members to review posting errors.
- Responsible for timely patient refunds and insurance over-payments.
- Discusses financial arrangements and creates payment plans with patients.
- Participates in the collection of unpaid accounts.
- Maintains office supply inventory including data entry into inventory tracking system as needed.
- Process clinic accounts payable.
- Serves as back up to other administrative support positions.
- Maintains a high level of confidentiality in accordance with HIPAA and HITECH regulations, which includes only accessing appropriate information needed to perform job duties.
- Uses electronic medical record for client record keeping, which includes accurate entry into patients' chart as well as assuring information is only released to authorized entities.
- Participates in the process of quality assurance, quality improvement and risk management.
- Participates in community-wide health care activities such as health fairs as well as NVE hosted events.
- Other duties as assigned.

### **Qualifications Required:**

- High School Diploma or equivalent



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- Organized, thorough, and detail oriented with the ability to identify, solve, or triage issues appropriately.
- Takes initiative and works independently; organizing and prioritizing concurrent responsibilities and demands.
- Professional demeanor that is flexible and cooperative, proactively providing assistance when interacting with patients or coworkers.
- Reliable attendance and punctuality.
- Organizes and reports information that is accurate and complete.
- Excellent public relation skills with the ability to communicate verbally, in person, on the phone and in writing in a clear and concise manner.
- Ability to learn and effectively utilize Electronic Health Record and other programs such as Microsoft Office.
- Ability to use a computer keyboard and mouse and use email in a business setting.
- 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.
- Must successfully pass a criminal background check.

**Qualifications Preferred but not required:**

- Basic accounting knowledge
- Basic medical terminology
- Current Alaska Drivers' License

**Certifications:**

- BLS or CPR Pro recommended

**Physical Demands/Work Environment**

- Work is primarily sedentary. Typically, the employee sits comfortably to do the work. However, there may be some walking; standing; bending; carrying of items up to 15 pounds, such as papers, books, or small parts.
- The employee must be able to read, write, speak, and hear.
- The environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, requiring use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals.
- This position may require operation of a motor vehicle.

**Blood/Fluid Exposure Risk:**

Category II: Employee may come into contact with housekeeping products. Usual tasks do not involve exposure to blood, body fluid, or tissues but has potential for mucous membrane or skin

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contact exposure to blood, fluids, or tissue. Use of personal protective equipment (PPE), when appropriate, is required.

**Disclaimer**

Nothing in this job description restricts NVE's right to assign or reassign duties and responsibilities to this job at any time. By signing below, I acknowledge receipt of this job description and that my supervisor has discussed it with me.

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Employee Signature  
Date

Date

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Health & Wellness Director