

**MAKAH TRIBE
POSITION DESCRIPTION**

JOB TITLE: Medical Clerk (Purchased/Referred Care)

EXEMPT: No	JOB CODE: 4TS T5
TARGET SALARY: \$16.25 to \$18.07/DOQ	SHIFT: M-F 8 AM – 5 PM
PROGRAM: Clinic	LOCATION: Clinic
REPORTS TO: Administrative Manager	

SUMMARY: This position serves as a Medical Clerk in the Purchased/Referred Care Office for the Sophie Trettevick Indian Health Center. Performs referral and alternate resource services, record keeping and other clerical duties associated with patient care and benefits.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following: Because of the Tribe's commitment to community service and the well-being of its members, each employee may be expected to perform a wide range of office and field duties from time to time. Such duties may or may not be related to their regular responsibilities.

Prepares and documents all written reminders or telephone contact on authorizations over 60 days old. Must assure that obligation of payment is made on the computer within 3 days of receipt of call and 5 days within receipt of bills.

Verifies applicant residency, audits payment claims, provides vendor orientation by keeping providers informed of Purchased Referred Care (PRC) billing procedural requirements.

Approves payment of PRC services within funding availability and priority.

Sets up purchase orders for third party services and prepares check requests for such services within 5 days of receiving the bill.

Assists in setting up referrals for patients as directed. Assist in overseeing prior authorizations are completed for referred services.

Prepares denial letters as per policy and ensures that denials are appropriate and necessary.

Scans all required paperwork into the EHR system in a timely manner.

Responsible for picking up, sorting and delivering all mail associated with the Sophie Trettevick Indian Health Center business and date stamping all mail.

Work with the second Medical Clerk (Purchase/Referred Care) to prepare a written response to supervisor on all complaints received for unpaid purchase orders with a plan on resolving complaints.

Respond to inquiries from the patient, their authorized representatives, and/or other third parties to resolve complaints or issues related to unpaid bills.

Reviews the medical documentation on PRC claims to ensure it supports the authorized service.

Re-price incoming claims to Medicare-like rates (MLR) using software, and mail these claims with the appropriate payments.

Provide information on rights and benefits of multiple alternate resources and tactfully advise patient of non-payment or approval of claims. As necessary, serve as patient advocate by personally intervening on behalf of patients with multiple third party resources.

Works closely with all clinic staff in the identification and utilization of all alternate resources available to the patient population.

Assists families and individuals in application for and use of alternate resources.

Establishes and verifies eligibility of potential Medicare recipients by working with the Social Security Administration (SSN) at the local level. Works closely with local Department of Welfare or Department of Human Resources and Tribal offices to establish eligibility for Medicare and Medicaid (including Medicaid for pregnant women), AFDC, Supplemental Social Security Income (SSI), etc.

Follow-up on all pending eligibility claims, and work closely with families and agencies to see that Native American patients are not discriminated against because of their dual role as a citizen and as an IHS/Tribal recipient.

Keeps clients up-to-date on regular changes by continuously researching and updating information on alternate resources.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED).

Experience with Resource Patient Management System (RPMS), preferred.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and procedure manuals. Ability to write reports, business correspondence, and

policies. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percentages. Ability to draw and interpret graphs.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have a valid Washington state Driver's License and be insurable. A certified copy of an individual's driving record for the past three years of operation, obtained by the Department of Motor Vehicles in the state in which the driver's license is issued will be conducted upon hire.

This position is classified as a sensitive Tribal position. Therefore, applicant must submit to and clear a pre-employment criminal background check.

OTHER SKILLS AND ABILITIES

Knowledge of eligibility resources and their processing applications.

Knowledge of provider service programs and PRC problems encountered.

Knowledge of medical terminology and usage sufficient to understand and interpret claims in the PRC office.

Knowledge of HIPAA (Health Information Portability and Accountability Act) and the use of confidential information and health records as an integral part of the interviewing office function and the privacy of individuals which must be protected to the fullest extent possible.

Knowledge of laws and regulations on the confidentiality of medical records and the procedures for informed consent for the release of information from the record.

Ability to establish and maintain effective relationships with employees, officials and the public.

Must have a working competence in computer applications and the ability to use major computer software, especially word-processing, spreadsheets, and databases.

This position may require travel for training purposes, employee must be able to travel for up to 7 days in a row.

Must submit to and clear a pre-employment alcohol and drug test and random testing, in accordance with the Drug and Alcohol-Free Workplace Act of 2002.

SPECIAL REQUIREMENTS

Immunization Requirements: Must be fully immunized against measles, and rubella. Must provide official documented proof of vaccination prior to employment. Employees are required to provide proof of other immunizations as recommended for healthcare workers by the Centers for Disease Control and Prevention, or of immunity to these diseases.

All employees shall have tuberculin (TB) test upon employment and annually thereafter, or have a follow-up plan approved by employee health if there is a positive test. If employee is known to have a positive TB test prior to entrance on duty, no TB testing will be carried out; instead the employee shall see a physician to establish an individualized program to assure the absence of active TB in the employee, shall complete and annually system questionnaire, and must report any relevant symptoms promptly.

Special Consideration: if you are allergic to any component of the vaccine or have documented history of severe reaction to vaccine or are currently pregnant you may not have to be immunized, however, you are required to provide documentation/proof, in order to be considered for employment.

PHYSICAL DEMANDS

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 disabilities to perform the essential functions. Work in the ambulatory health care setting requires considerable walking, bending and lifting. Ability to cope with constant changes in stress laden environment.

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. Work is performed in an ambulatory health care setting. There is common exposure to contagious and infectious diseases. The work may include a certain amount of exposure to hostile and emotionally disturbed patients, families, and visitors.

Approved 08/17/10
Revised 09/20/12
Revised 10/08/21
Revised 01/04/23

ACKNOWLEDGEMENT: This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the position may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirements at any time with or without notice. Nothing in this position description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCESS:

Submit a Tribal Application for this position with supporting documentation to:

**Makah Tribal Council
Human Resources
P.O. Box 115, Bldg. 71
Neah Bay, WA 98357
Fax: (360) 645-3123
E-mail: hr@makah.com**

**OPEN: July 10, 2024
CLOSE: July 25, 2024**

(PLEASE NOTE NEW EMAIL ADDRESS)

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

PLEASE NOTE: If requirements are not met, i.e., submission of a resume in lieu of a Tribal application, or not including required certification, your application will not be reviewed and will be disqualified.

The Makah Tribal Council is an Equal Opportunity Employer and actively encourages applications from all persons regardless of race, color, religion, sex, age, national origin, marital status or ancestry, sexual orientation, gender identity, or sensory, mental, physical, or other non-disqualifying disability. Indian Preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, Sections 472 and 473.