

# Patient Access Representative

**Job Family Description - HEALTH SERVICES- Reports to: Director of Patient Access**

This job family provides support to the organizations administration, and to be an active, valued member of the Team. Jobs in this family maintain the highest confidentiality in regards to patient records and utilizes a team based approach. Provides support to the organization's Community activities and assistance to the uninsured and low-income families in obtaining health insurance through government programs, and to be an active, valued member of the Team. To perform this job successfully, an individual must be able to perform the duties listed below satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Minimum Qualifications:**

- ▶ High School Diploma or equivalent; Associates degree preferred. Experience and/or training in billing and charge entry; or equivalent combination of education and experience. Satisfactory professional references
- ▶ Proficiency in spoken and written English and Spanish preferred.
- ▶ Must possess the ability to integrate respectfully with families and persons from diverse cultures and income levels.
- ▶ Must pass a criminal record clearance.
- ▶ Must have a valid Driver's License and a properly insured reliable vehicle for use on the job.
- ▶ Excellence in verbal, written and communication skills.
- ▶ Proficiency in basic mathematics and analytical comprehension.
- ▶ Strong interpersonal skills with a demonstrated ability to work independently on individual and assigned tasks while exhibiting good judgment.
- ▶ Military background a plus, but not required.
- ▶ Experience: 1-3 years in a clinical setting

**Work Level/  
Administration**

**Duties**

- Greet all visitors and patients in a friendly and professional manner.
- Serves as primary contact for patients/individuals and/or families contacted during off-site or onsite outreach activities regarding public health insurance enrollment, and source of information for patients and the community partners who help treat them.
- Must be knowledgeable of the sliding fee program by providing information to patients, processing applications and renewals, and maintaining current sliding fee list
- Provide comprehensive and culturally sensitive information about public health insurance programs. Research, find, and link patients to resources, services, and support mechanisms for their care plans and self-care management needs.
- Ensure the confidentiality of all patients applications, records and information received written, oral, graphic, or other tangible form.
- Research, find, and link patients to resources, services, and support mechanisms for their care plans and self care management needs.
- Demonstrate personal responsibility and respect for patients, patients' families, and co-workers in professional appearance.
- Assist eligible individuals and families in identifying documents needed to completing their application and answer questions pertaining to the application process..

# Patient Access Rep. cont.

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**Work Level/  
Administration**

**Duties**

- Coordinate the patient's care by facilitating patient, family, or other caregiver access to medical home providers, staff, and resources as needed by the patient
- Perform duties in a manner that is culturally and, if applicable, linguistically appropriate.
- Conduct follow-up with individuals and families on the progress of their ACA enrollment
- Participate in continuing professional growth through attendance at workshops and professional in-services and through individual research and reading, to include communication skills
- Participate in population management activities as directed by the Practice.
- Attend and participate in organized functions of the Practice and perform administrative functions as necessary.
- Addresses bad debts according to KCHC protocols
- Routes calls appropriately according to KCHC protocols and utilizing good judgment
- Records detailed, accurate messages and distributes to appropriate staff
- Provide support and education to assist families when a problem of health coverage arises. May act as family liaison with various health coverage programs.
- Provide education and information to families about utilization of health coverage, plan benefits, and maintaining coverage through Affordable Care Act.
- Review applications for completeness and accuracy.
- Participates in outreach, community events and other duties.
- Follows KCHC protocols and utilizes sound judgment to appropriately respond to patient request for enrollment services.
- Contact families at the time their Annual Renewal is due to offer assistance
- Performs all other duties as assigned

## Patient Access Rep. cont.

Knowledge, Skills, & Abilities	Core Competencies
<ul style="list-style-type: none"> <li>▶ Demonstrates concern for the rights, privacy and confidentiality of patients and staff</li> <li>▶ Communicates with employees, coworkers, and visitors in a courteous manner, also ability to work as a team member.</li> <li>▶ Demonstrates effective communication recognizing diversity among age groups, cultures, and educational levels, also understanding, and thoughtfulness with patients and community members who face a myriad of social economic challenges.</li> <li>▶ Demonstrate ability to maintain confidentiality, to comprehend complex program requirements.</li> <li>▶ Prioritizes work activities to achieve maximum efficiency and uses time management to complete task and assignments during the allotted time frame.</li> <li>▶ Maintains acceptable attendance record</li> <li>▶ Adheres to all applicable Center and departmental rules, policies and procedures.</li> <li>▶ Intermediate skill level in the use of a PC and related software applications (MS Office, Access and Excel)</li> <li>▶ Participates in continuing education, in-services, staff developments and meetings.</li> <li>▶ Must have the ability to successfully complete training within 30 days</li> <li>▶ Participates fully in KCHC Corporate Compliance Program.</li> <li>▶ Completes all other duties as assigned.</li> </ul> <p><b>SUPERVISORY RESPONSIBILITIES</b></p> <p>None</p> <p><i>** The statements described in this job description is the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.</i></p>	<ul style="list-style-type: none"> <li>▶ <b>1. Communication</b> <ul style="list-style-type: none"> <li>– In addition to using highly developed analytical, technical, computer, oral, and written communication skills, uses high-level persuasion and negotiation skills.</li> </ul> </li> <li>▶ <b>2. Judgment/Decision Making</b> <ul style="list-style-type: none"> <li>– Provides input into strategic decisions that affect planning, policies, practices, and operations for a department, function and/or school/college.</li> </ul> </li> <li>▶ <b>3. Accountability &amp; Self-Management</b> <ul style="list-style-type: none"> <li>– Has full responsibility for interpreting, organizing, and executing assignments.</li> </ul> </li> <li>▶ <b>4. Supervision</b> <ul style="list-style-type: none"> <li>– Receives limited direction typically related to complex projects/situations.</li> </ul> </li> <li>▶ <b>5. Problem-Solving &amp; Analysis</b> <ul style="list-style-type: none"> <li>– Is generally expected to interpret and apply institutional policies, manage resources and initiate actions to achieve broadly defined objectives.</li> </ul> </li> </ul> <p><i>I certify that I have read the entire job description and understand the duties of this position.</i></p> <p>Employee Signature: _____ Date _____</p>