



JOB DESCRIPTION

Job Title: Purchased Referred Care Technician	Department: Health
Reports to: Business Office Manager	Employment Status: Full-time
Salary Minimum: DOE	Supervisory Status: None

Summary

This position is in the Business Office in the Business Office Section, Health Department, Fort Mojave Indian Health Center, Mohave Valley, AZ. The position affords support services to the Business Officer Manager in providing a viable PRC, alternate resources, and patient transportation program which contributes to the direct health care assistance of eligible American Indian/Alaska Native beneficiaries by non-Indian health care providers. This position operates in compliance with regulatory requirements from the Code of Federal Regulations at Title 42 of the Indian Health Service.

Objectives of the Role

- Build and maintain lasting relationships with clients and partners by understanding their focus and anticipating their needs.
- Coordinate internal and external resources to expedite workflow.
- Manage communications between upper management and employees.
- Stay current with company offerings and industry trends.
- Oversee and achieve organizational goals while upholding best practices.

Essential Duties and Responsibilities

- Initiates and distributes medical authorizations including both hospitalizations and professional fees after determining patient eligibility for PRC. Authorization documents must be thoroughly reviewed for patient information, clinical data, obligation signatures, certification signatures and fiscal data. Proper distribution and/or routing is essential in the management of medical authorizations. Determines eligibility of patients for direct and contract service. Completes and maintains applications for medical care. Prepares denials based on applicable PRC regulations, policies, and practices. Utilizes the PRC automated software system to enter medical and financial data.
- Contacts state agencies to determine medical eligibility within the jurisdiction of the Service Unit; cross checks proposed authorizations against sources prior to obligating the FMIHC for contract health services. Functions in a liaison capacity to vendors (non-providers) and through written correspondence. Explains regulations and policies to health service vendors and recipients as well as IHS personnel.
- Maintains document control registers for PRC funds allocated, which requires the accurate accountability of funds and a comprehensive knowledge of fiscal coding procedures. Records expenditures, subtracts total amount from previous balance and establishes new current balances (this is automatic in the automated software system). Provides informal reports on the status of fund expenditures on a periodic basis. Prepares internal financial analysis reports on each account maintained in the Service Unit document control registers, including amounts currently budgeted, obligated, and unobligated balances.
- Reviews FI Apend@ lists and follows up on requirements for service unit action.
- Assists in maintaining a tracking system for high-cost case management of cases in order to document and request CHEF funds from IHS Headquarters.

- Maintains controls and makes arrangements for ambulance services subject to the regulations regarding these purchases and the limitation of funds authorized.
- Prepares third party report forms for the recovery of the cost of hospital and professional services furnished to federal beneficiaries whose injuries resulted from negligent third persons.
- Maintains files of elective procedures, prepares authorizations, and schedules admissions in PRC facilities when available. Maintains office files according to established functional file involving the classification of material into a large number of subject heading and subheadings. Searches for and withdraws material when requested.
- Screens and verifies all PRC, invoices of private vendors, emergency room notes and patient discharge summaries to ensure that medical services meet medical priorities as a prerequisite to payment or denial.
- Verifies that medical services are satisfactorily received, and that accurate payment or denial has been initiated.
- Calculates estimated charges, prepares and issues appropriate purchase orders or denials with supporting medical justification, and issue referrals for individual air transportation flights.
- Obtains information via telephone or personal inquiries on the status of patient billing, i.e., payments, and outstanding balances.
- Incumbent receives visits and telephone calls from hospital personnel, patients and private vendors; refer calls to the supervisor or the appropriate personnel within PRC.
- Always maintain, professional telephone etiquette in all contacts with hospital personnel, patients, and private vendors.
- Incumbent will initiate and submit all mandatory correspondence and reports to the supervisor in a timely manner. Maintenance of documents will be in accordance with
- the established file system and they will be maintained for historical records by the department.
- Incumbent performs a variety of supportive tasks as assigned.

Competency

- Maintain confidentiality.
- Knowledge of medical insurance and related benefits.
- Must be reliable, responsible, dependable, and fulfill obligations.
- Communicate efficiently and effectively.
- Follow instructions and pay close attention to detail.
- Computer literate and clerical oriented to work with word documents, managing files/records, and other office procedures.
- People oriented person and sensitive to others' needs and feelings of being understanding and helpful on the job.
- Exceptional customer service skills.
- Able to work with limited supervision.
- Self-motivated

Knowledge Required by the Position

The position requires knowledge of basic and established procedures related to routine and repetitive aspects of PRC support work, i.e., the knowledge of:

- Basic terminology, forms, or reports that are part of a transportation program to screen for missing information, prepare final copy of documents, maintain files, respond to routine questions, or perform similar duties,
- Understanding of ICD-10-CM and ability to do CPT coding work to appropriate documents.

- Workflow of the unit sufficient to distribute messages and work to appropriate personnel.
- One or a few simple automated or manual transportation files to locate, add, retrieve, or correct routine information using well-established procedures.
- Knowledge of basic accounting methods to assist with monthly reports.
- Must have knowledge of Third-Party Billing procedures, availability of health resources and programs, rules of eligibility on medical procedures, and must be familiar with medical terminology, medical care practices and procedures.
- Must have knowledge of the Catastrophic Health Emergency Fund (CHEF) cases reporting.
- Knowledge to monitor CHEF cases and assist in close out cases.
- Must have knowledge of simple mathematical calculations used in statistical reports for management.
- Must have knowledge of personal or menu-driven computers, software and output (printer) equipment.
- Must be able to type from a set format with a minimum of errors; therefore, a qualified typist is required.

Complexity

- The work involves performing related processing and procedural tasks in support of transportation related functions.
- Employees make decisions, i.e., how to sort incoming documents, locate and assemble information, and correct errors. This is completed by reviewing similar cases or standard operating procedures and selecting from among clearly recognizable alternatives.
- Employee acts using established instructions, practices, or precedents for format, content, and processing of PRC documents and requests.

Reasoning Ability

- Ability to critically think and problem solve.
- Ability to actively listen and give full attention to what other people are saying, taking time to understand the points made, asking questions as appropriate, and not interrupting at inappropriate times.
- Ability to combine pieces of information to form general conclusions. (Inductive Reasoning)
- Ability to apply general rules to specific problems to produce answers that make sense. (Deductive Reasoning)

Scope and Effect

The purpose of the work is to perform limited, repetitive, or closely related tasks, i.e., sorting and distributing documents, entering routine patient information into a data base, and/or verifying repetitive types of data.

Equipment, Machinery, Tools, and Material Utilization

Ability to use, operate and/or handle equipment such as computer, copier, fax machine, telephone, and calculator. This is not an inclusive list.

Personal Contacts

Contacts are with hospital employees in the immediate organizational unit, with employees outside an organization, with members of the public and with patients who require the use of the transportation systems and Purchased Referral Care.

Purpose of Contacts

The purpose of the contacts is to obtain, clarify, or provide information related to daily support assignments, i.e., contacts may be to obtain missing information, advise on the status of actions, or verify information needs.

Physical Demands

- Moderate work (moving, lifting, loading 15-30 pounds.).
- Close eye work (computers, typing, reading, and writing).
- Sitting for long periods of time.

Work Environment

The work is normally performed in an office setting and the work area is adequately lighted, heated, and ventilated.

Employee Signature & Date

Supervisor Signature & Date