



# Patient Access Specialist

<b>Wage/Salary Range</b>	\$19.00-\$28.50 per hour
<b>FLSA Status</b>	Hourly, Non-exempt
<b>Employment Status</b>	Permanent Full Time
<b>Probationary Period</b>	12 months
<b>Training Period</b>	12 months
<b>Primary Location(s)</b>	As Assigned
<b>Secondary location(s)</b>	As needed: Rainier, Vernonia, Clatskanie Sacagawea Health Center (St. Helens)
<b>Supervisor</b>	Front Office Supervisor

## Position Description Summary

The Patient Access Specialist works closely with the Clinic Team. A successful candidate must possess the ability to communicate both written and orally in English, with comfort utilizing translation services in person and virtually. This position requires that the incumbent perform office reception tasks. Attention to detail is paramount when directing calls, scheduling or registering a patient, verifying patient, insurance and/or program eligibility, and when calculating and collecting fees, and issuing receipts. Records must be kept of all fees received with accompanying documentation. The PAS plays a vital role in the clinic team, and must be able to interact with team members on quality improvement processes, workflow implementations and capacity building/outreach efforts.

The PAS is part of a team that provides care for Columbia Health Services' health center system. The CHS primary care system consists of three community/school-based health centers and two additional school-based health centers. CHS health centers strive to provide comprehensive, whole-person care by maintaining School-based health center and Patient-Centered Primary Care Home Standards.

## *Clinical Reception*

- Greet and check in patients, verify insurance information, and collect any payments due or past due balances.
- Knowledge of CHS programs, local resources, and referral programs.
- Register patients in Electronic Health Records (EHR) and enroll in applicable assistance programs.
- Follow guidelines for routing complex messages to clinical staff.
- Verify demographics for all patients.
- Possess an intermediate understanding of insurance and coverage types.
- Use state, federal, and private based eligibility systems to verify patient insurance status.



- Scan documentation showing insurance status, patient identification and demographic information into the EHR system.
- Utilize centralized phone systems, to answer and/or forward calls to appropriate person or program.
- Must be able to perform duties with little supervision.
- Response to or appropriate forwarding of patient requests must be timely; within 2 business days.
- Schedule patient visits within correct program specific requirements/parameters. (i.e. Confidential visits).
- Participate in patient outreach to reach ongoing quality measures and metrics.
- Maintain confidentiality of sensitive patient information at all times.

### *General Office Duties*

- Reconciles cash drawer weekly.
- Maintain adequate office supplies on hand, and communicate office supply needs to Administrative Assistant.
- Experienced with Microsoft office, and state provided software programs (ALERT).
- Attends/Participates in trainings to stay current in all applicable programs.
- Scan external patient medical records/information into EHR.
- Must be able to maintain respectful interactions while under pressure.
- Ability to work well with internal (coworkers, patients) and external (community partners) people is essential.
- No more than 5 business days shall pass from document scan date/time to document index date/time.
- Audit may be performed quarterly to assess timeliness and accuracy.

### **Position Factors**

<b>Minimum Education Level Required</b>	High School Diploma, basic medical terminology, office equipment/machine understanding
<b>Minimum experience level required</b>	2 years' experience in similar clinical setting
<b>Amount of supervision received by the employee</b>	Minimal – employee is expected to carry out day to day tasks autonomously.
<b>Analytical skill required</b>	N/A
<b>Level and budget volume of financial responsibility/accountability</b>	Minimal – Fees collected at the front desk should follow policy and procedure to ensure consistency and efficiency.
<b>Impact of actions carried by this position</b>	N/A
<b>Diversity and complexity of the supervision exercised</b>	N/A



**Scope of the human resources impact of this position**

**Level and Nature of internal contacts**

**Level and Nature of external contacts**

High – works closely with the clinical care team, Lead Office Specialist, Billing Specialist and Admin Fiscal Manager.

High – Patient interactions in exam rooms and at the front desk.

High-Community partner collaboration, conduct outreach events

**Expectations for all staff include**

- Ability to work well with internal (coworkers, patients) and external (community partners) people is essential
- Utilization of agency tools and resources to maximize efficiency is critical (Google calendars, online order requests, email lists, etc.)
- Shall uphold the code of ethics in every interaction
- Shall represent CHS professionally by being prepared, arriving on time, being engaged in the activity, and communicating factual information
- Must pass all site reviews
- Take responsibility for requesting additional training needs immediately
- Expected to keep workspace functional, sanitary & presentable for others to use
- Attend monthly staff meetings and quarterly program meetings.
- Other duties as assigned.

COMPENSATION PHILOSOPHY STATEMENT Columbia Health Services seeks to recruit and retain highly qualified and motivated employees who will strive to support the agency’s mission, vision and values. It is the goal of Columbia Health Services to provide a compensation structure that is fair, reasonable, transparent and consistent with compensation structures of comparable non-profit agencies with like positions of complexity and responsibility, while also providing a structure that will motivate, recognize and reward excellent performance.

Our company makes reasonable accommodations for individuals with disabilities who are otherwise qualified to perform a job unless such accommodations would impose an undue business hardship. Please let us know if you need accommodation to participate in the application process. Columbia Health Services is an Equal Opportunity Employer, committed to building a culturally diverse workplace. As such, all qualified applicants are encouraged to apply and all will receive equal consideration without regard to race, color, religion, gender, national origin, or age.

Employee

Signature

Date

Supervisor

Signature

Date



Director

Signature

Date