



Commonwealth Healthcare Corporation
Commonwealth of the Northern Mariana Islands
1 Lower Navy Hill Road Navy Hill, Saipan, MP 96950



Re-Announcement
HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 20-007

POSITION: **FINANCIAL COUNSELOR** OPENING DATE: **11/13/2020**
NO. OF VACANCIES: **1** CLOSING DATE: **11/27/2020**
SALARY: **\$23,000.00 P/A**
The salary given will be determined by the qualifications of the appointee.
LOCATION: **Oncology Clinic, Commonwealth Health Center, Saipan
Commonwealth Healthcare Corporation**

NATURE OF WORK:

This position is in the Oncology Clinic. Under the general supervision of the manager, the incumbent in this position is responsible for representing the CHCC and its clinics as an exemplary health system in the region. The Financial Counselor position requires fundamental knowledge of the CHCC collection policy as well as the many different options that a patient may have for financial assistance. CHCC Financial Counselor will be the embodiment of the organization's mission, vision and values. The Financial Counselor will greet patients or family members upon arrival within the business office and assist them in answering any questions or concerns they may have regarding billing issues. The Financial Counselor will have knowledge of all aspects of the department process from the registration process thru the billing.

DUTIES:

- Promote the mission, vision, and values of the organization.
- Greet all patients, families and visitors with a positive, cheerful attitude.
- Review daily appointments/walk-ins and insurance status.
- Responsible for financially clearing patients to obtain cash payment or determine eligibility for various governmental or financial assistance programs.
- Conduct interview with patients and / or family members. Records and maintains complete documentation of activities performed on account while in-house.
- Notifies hospital case management, social services and admission staff of case screening determinations and outcomes via verbal and written communications.
- Calculate and collect cash payments appropriately for all patients.
- Advises self-pay patients of their medical options available in the community for future follow-up care.
- Explains hospital/clinic regulations, such as visiting hours, payment of accounts, charges, etc.
- Participates in data gathering for financial reporting.
- Work closely with Case Management (UR) on a daily basis in regards to patient status changes; whether this would include patient type or insurance notification or insurance coverage.
- Set up arrangements / monthly installment plans for patients to payoff balances within the guidelines of CHCC collection policy.
- Follow up on any payments that were missed within the organization's policy timeframe.
- Discuss outstanding balances with patients attempting to receive future services.
- Provide an estimate for the future service and create a payment plan to resolve older debt.
- Makes collection calls on all self-pay and private pay accounts starting at 60 days without payment.
- Create detailed notes in the system to reflect all actions performed on an account.
- Assist in registering patients or admitting patients when needed.
- Maintain a knowledge base of programs offered by CHCC. Maintain complete records of all patients applying for financial assistance to include the application, proof of income, the acceptance/denial letter, and any other applicable documentation.

- Submit bad debt collection files on a monthly basis.
- Be willing to serve as a communications person between the department and hospital.
- Be knowledgeable on all of CHCC's services.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have an enthusiastic and positive attitude.
- Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude.
- Ability to manage multiple and simultaneous responsibilities and to prioritize duties/tasks.
- Ability to initiate communication with patients, their families and visitors.
- Must have excellent customer service and communication skills with the ability to effectively calm patients and be able to deal with distressed and/or agitated patients and their families.
- Must have a professional demeanor and excellent public relations skills.
- Willingness to develop or improve public speaking skills.
- Knowledge of medical insurances (Medicare, HMO's, PPO's, commercial), EMTALA regulations, hospital billing and collection process; understanding of the third-party review process.
- Must have excellent written skills with knowledge of medical terminology.
- Must be dependable and on time.
- Possess good 'people skills' for building relationships with colleagues at all levels.
- Ability to plan and prioritize your own work and other people's.

QUALIFICATION REQUIREMENTS:

Graduation from High School, General Education Development (GED), or Advanced Development Institute (ADI). At least Six (6) months previous hospital or clinic registration, billing and collections, financial counseling, and/or customer service experience preferred. Knowledge of CPT/ ICD-10 coding preferred, Oncology Clinic and medical terminology knowledge is preferred.

CONDITIONAL REQUIREMENTS:

This position is a Full-Time employment status. The regular work schedule will be Monday to Friday from 7:30am to 4:30pm for a total of 40 hours per week. This work schedule however is subject to change with or without notice based on the Employer's business requirement and/or by the demands of the employee's job; Every effort will be made to adhere to the employee's regular work schedule. This position is "**COVERED**" and is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law.

Note(s):

- *Three-fourths 20 CFR 655, Subpart E: "Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any."*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

OTHERS:

This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security.

Note: Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources
 Commonwealth Healthcare Corporation
 1 Lower Navy Hill Road, Navy Hill, Saipan, MP, 96950
 Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays
Employment Application Forms will be available 24/7 at the employer's hospital facility's Main Cashier Office (entrance/exit point for all)
 E-mail: humanresources@dph.gov.mp
 Direct Line: (670) 236-8205/8210/8729/8202
 Trunk Line: (670) 234-8950 ext. 3580/3581/3583
 Fax Line: (670) 236-8756

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