



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1 Lower Navy Hill Road Navy Hill, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 20-215

POSITION: **PATIENT ACCESS OPERATOR** OPENING DATE: **10/30/2020**

NO. OF VACANCIES: **1** CLOSING DATE: **11/16/2020**

SALARY: **\$18,329.83 P/A**

The salary given will be determined by the qualifications of the appointee.

LOCATION: Revenue Cycle Division, Commonwealth Health Center
Commonwealth Healthcare Corporation, Saipan

NATURE OF WORK:

Under the direct supervision of the manager, the incumbent in this position is responsible for answering calls, and collecting and analyzing patient demographics to ensure the necessary information is available to deliver appropriate patient care. The incumbent will be responsible for addressing phone calls in a timely manner and provide excellent customer service.

DUTIES:

- Receives incoming calls and supply information to callers.
- Properly directs and transfers calls to the appropriate department or respective personnel.
- Interviews patients at workstation or at bedside to obtain all necessary account information.
- Verifies all insurance and obtain pre-certification/authorization.
- Enters all information and authorization numbers into the registration system.
- Obtains copies of necessary identification and insurance cards and scan them into the system.
- Informs patient of co-pays, deposits, and deductibles and refer to cashier for payment.
- Documents collection status in the system.
- Sets up appointments schedules for physicians and obtain all pre-registration information (including insurance data).
- Performs Check In/Check Out processes for patients and assist patients on future appointments for all clinics.
- Answers any questions and explains policies clearly.
- Welcomes all patients and family members in a professional manner.
- Contacts the nursing staff for emergency medical needs and answers all patients and visitor questions.
- Interviews incoming patients, his/her relatives, or other responsible individuals to obtain identifying and biographical information with insurance and financial information.
- Inquires with patients regarding primary vs. secondary insurance plans and assign them accurately into the system.
- Verifies all patient's demographics (name, date of birth, social security number) completely and contacts the Medical Records department for a new medical code number, if needed.
- Notifies Medical Records department for any duplicate unit numbers.
- Obtains and secures all signatures necessary for treatments, release of medical information, and assignment of insurance benefits, advanced directives, and payment of services from legally responsible parties.
- Ensures all information are scanned into the system.
- Informs former patients or their representatives of delinquent accounts and attempts to obtain payment.

CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job related medical condition or disability, or any legal protected status.

- Refers delinquent accounts to the Collections department.
- Obtains pertinent documents (such as consent forms, etc.) for establishing the patient's medical record and financial file.
- Works with physicians and ancillary departments, providing information when necessary or forwarding relevant documents.
- Attends in-service presentations, and completes mandatory education, including but not limited to, infection control, patient safety, quality improvements, and Occupational Safety and Health Administration (OSHA) standards.
- Performs other related duties as assigned.

QUALIFICATION REQUIREMENTS:

Graduation from High School, General Education Development (GED), or Advanced Development Institute ADI). At least one (1) year of registration experience in a hospital or clinic preferred but not required.

OTHER QUALIFICATION REQUIREMENTS:

Detail-oriented and deadline-driven. Work is performed in an office environment. Work may be stressful at times. Contact may involve dealing with angry or upset people. Staff must remain flexible and available to provide staffing assistance for any/all disaster or emergency situations.

CONDITIONAL REQUIREMENTS:

This position is a Full-Time employment status at 40 hours per week. The regular work schedule will be Monday to Friday from 7:30am to 4:30pm. 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) 233-8756

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