

Code: 1111

Title: MEDICAL REGISTRATION SUPPORT SPECIALIST

SUMMARY: Provides clerical support to specific functions of the Pima County Health Care System primarily in the areas of scheduling, admissions and prior authorization review in a hospital or health care facility.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Register or pre-register patients including recording demographics, obtaining and verifying financial information and explaining patient financial responsibilities;
Schedules patients for appointments with the healthcare provider;
Obtains requisite prior authorizations for referrals per procedure from third-party payers;
Collect, post and process deposits, co-payments, sliding scale fees and other payments in a timely and accurate manner;
Answer telephone calls and inquiries, directing callers to appropriate resources as required;
Verify payer source through the use of automated systems such as MediFax and by direct data entry to programs specific to Medicare and Blue Cross/Blue Shield;
Update and process automated and manual records with admission, transfer, discharge and other documentation to reflect current patient status;
Receive, screen, direct and provide routine information in response to phone calls, patients and visitors, and locates nursing staff to answer specific questions regarding patient status;
May refer patients/guarantors to seek funding from applicable medical assistance programs, as appropriate.

KNOWLEDGE & SKILLS:

Knowledge of:

- AHCCS, Medicare and related third party payer guidelines;
- medical terminology;
- medical office/hospital registration/discharge practices and procedures;
- patient scheduling and applicable computer systems;
- bookkeeping principles and practices;
- automated medical record keeping and filing systems;
- policies and procedures for the receipt and accounting for and disposition of receivables.

Skill in:

- coordinating patient services, scheduling and registration documentation;
- recognizing and setting priorities for processing registration and financial documents;
- entering information into and retrieving information from patient accounting and scheduling database records;
- assisting health care staff, visitors and patients in-person and by telephone;
- compiling reports;
- maintaining scheduling and registration filing systems.

MINIMUM QUALIFICATIONS:

One year of clerical experience in a hospital or medical office environment which includes six months experience working with health care third party payer guidelines or registration requirements .

OTHER REQUIREMENTS:

Special Notice Items: All positions require that employees be free from communicable disease; tuberculosis (TB) and measles/mumps/rubella (MMR) test will be conducted. Hepatitis B vaccine will be provided.

Physical/Sensory Requirements: Physical and sensory requirements will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

