

GRADE: 6
DIVISION: PREVENTIVE HEALTH SERVICES

POSITION SUMMARY:

Primarily responsible for performing clerical support activities for the Preventive Health program. Duties include telephone and face-to-face reception, scheduling appointments, computerized data entry, collecting fees, client record preparation, filing, and preparing reports and billing information.

PRINCIPAL DUTIES/RESPONSIBILITIES:

The following functions represent the majority of the duties performed by the position, but is not meant to be all-inclusive or prevent other duties from being assigned when necessary.

ESSENTIAL JOB FUNCTIONS:

1. Answers telephone calls, greets and checks in clients, provides routine information, and schedules appointments.
2. Enters demographic, insurance, financial, and PAR information in the PHOCIS/OSIIS systems.
3. Verifies client insurance eligibility.
4. Checks OHCA eligibility for patients and assists/enrolls them into Medicaid.
5. Prepares client records assuring accuracy and completeness; processes clients and records through clinics; files and maintains client records; enters data into computer; and prepares monthly clinic activity summary.
6. Verifies encounter information in client charts with PHOCIS to ensure accuracy and completeness.
7. Collects money; issues receipts and follows accounting procedures; and accepts donations.
8. Prepares client and vendor billing statements.
9. Gathers statistical data and prepares reports and billing information for programs.
10. Provides copies of immunization records according to THD and HIPAA requirements.
11. Retrieves files, sorts, and organizes material in files, and maintains chart room records.
12. Orders and maintains supplies required to complete job tasks.
13. Travels to other clinic sites to provide services as needed.
14. Completes monthly time and effort reports within specified time.
15. Participates in staff meetings, quality assurance activities, and in-service training.
16. Completes required training in support of duties and responsibilities of this position.
17. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:

Education: High school diploma or equivalent required.

Experience: One to three years of clerical or related experience required; and one to three years of related clerical experience in medical office preferred.

Knowledge and Skills:

- Good interpersonal and customer service skills are essential.
- Data entry skills of 25-30 WPM.
- Knowledge of Microsoft Word and MS Office applications.
- Knowledge of proper English language usage, spelling, punctuation and grammar.
- Ability to follow oral and written directions and work effectively with others.
- Skills completing forms and records to assure confidentiality in collecting protected personal health information (PHI).
- PHOCIS software experience desired.
- Bilingual (Spanish/English) preferred.

Licenses: None.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- Internal contact with Health Department personnel to provide and gather information.
- Contact with Oklahoma State Department of Health Take Charge personnel to provide and gather information.
- External contact with the general public to provide information and schedule appointments.

PHYSICAL EFFORT:

- Physical effort is required for sitting, standing, walking, bending, stooping, lifting, pushing, and pulling as needed to obtain supplies and conduct job tasks. May move or store supplies weighing no more than 25 pounds.

WORKING CONDITIONS:

Individual will be exposed to noisy environments, possible occasional exposure to communicable diseases, and emotional or disrespectful clients. High volume and fast-paced clinic.

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision – None.

Indirect Supervision – None.

Budget/Money/Material – Responsible for assigned computer software and hardware.

Reports to – Clerical Supervisor

SPECIAL REQUIREMENTS:

- Must maintain THD record confidentiality according to HIPAA regulations.
- Must possess ability and willingness to perform job-related travel.

FLSA Status: *Non-Exempt*