



## Cow Creek Government Office

### Position Description

**Position Title:** Purchased & Referred Care Specialist

**Department:** CCH&WC

**Reports To:** Clinic Operations Manager

**FLSA Designation:** Non-Exempt

#### POSITION PURPOSE:

Administers all daily activities of Purchased & Referred Care (PRC) Programs. Processes and tracks all patient billings.

#### ESSENTIAL FUNCTIONS:

- Knowledge of rules and regulations pertaining to IHS Programs so as to assure referrals and assistance with obtaining services can be implemented.
- Administer all daily activities of the PRC Program.
  - Determining eligibility for services
  - Issue pre-authorization for services
  - Assist tribal members with vendor selections
  - Case manage individual tribal members/families health needs
- Process and track patient billings
- Assist with billing problems, appointments, and referrals assuring all issues are completed and followed up on in a timely manner.
- Prepare and submit monthly PRC reports to Assistant Health Director.
- Coordinate Resource Committee Meetings; preparing all information and following up with patients and providers as necessary per PRC procedures.
- Develop and maintain PRC policies and procedures; annual update of all such policies.
- Assist with Annual PRC audit.
- Act as liaison between the Tribe and the Indian Health Service (relative to the on-line computer system for the PRC Program).
- Follow up with each PRC patient to administer patient satisfaction survey on experience of care, effectiveness of care and access/availability of care.
- Supervise PRC Specialist. Includes, supervision of leave, time sheets, evaluations, recruitment, etc.
- Prepares reports for Clinic Director on PRC patient data.

## **QUALIFICATIONS:**

- Must have a High School Diploma or GED equivalent.
- Must have a minimum of three years experience in a medical office.
- Valid Oregon driver's license required.
- Knowledge of standard insurance billing procedures and codes.
- Knowledge of medical terminology.
- Knowledge of Medicare-like rates and cost saving measures.
- Excellent computer and phone skills
- Must have excellent organization, verbal, interpersonal skills.
- Excellent service approach when dealing with customers.
- Requires excellent communication skills both written and verbal.
- Experience with managing program budgets

