



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT-REPOST

JOB TITLE: **Business Office Clerk**
SUPERVISOR: **Business Office Supervisor**
LOCATION: **Peter Christensen Health Center**
POST DATE: **April 13, 2022**
CLOSING DATE: **Open until filled**

General Description: The primary responsibility of this position is to assist the billing and medical accounts receivable department. Including but not limited to correlating monies from various departments within Peter Christensen Health Center.

Qualifications: High School Diploma or equivalent is required. Knowledge of CPT, ICD-9 required, ICD-10 coding preferred. Ability to accurately collect monies and make change for patient payments required. Basic accounting education and/or medical billing experience required.

Salary: \$15.00-\$17.00 per hour based on qualifications.

How to Apply: Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located on our website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

**Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description**

A. TITLE OF POSITION: Business Office Clerk

B. DEPARTMENT: Peter Christensen Health Center Business Office

C. SUPERVISOR'S TITLE: Business Office Supervisor

D. DESCRIPTION OF DUTIES: The primary responsibility of this position is to assist the billing and medical accounts receivable department. Including but not limited to correlating monies from various departments within Peter Christensen Health Center. Specific responsibilities include but are not limited to the following:

1. Assist the billing and accounts receivable personnel with collecting and recording cash, checks, and credit card transactions taken at the checkout counter.
2. Verify and accurately post all payments to patient accounts.
3. Reconcile accounts receivable of corrected claims and reprocess as needed to complete transactions for all billable and reimbursable services.
4. Verify open items of patient accounts receivable daily for all insurance and guarantor claims as needed to accomplish a paid-in-full status.
5. Process all completed transactions into the computer billing system for paperless recordkeeping.
6. Address patient questions or concerns with regard to patient accounts and in-house procedures.
7. Process patient statements on a monthly basis for mailing.
8. Updates job knowledge by participating in educational opportunities when identified.
9. Identifies appropriate quality controls for assigned areas of responsibility and ensures that monitoring, as well as, process improvement is occurring.
10. Provides internal/external customer service via telephone, fax or face-to-face contact to assist patients with their health care billing needs.
11. Works towards achieving implementation of AAAHC certifications and conducts appropriate follow-up.
12. Performs additional duties as requested.

E. POSITION RELATIONSHIPS:

1. **Internal:** PCHC staff and Tribal staff.
2. **External:** Frequent contact with patients, insurance companies, and medical facilities.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Business Office Supervisor

H. EDUCATION: High School Diploma or equivalent required. Knowledge of CPT, ICD-9 required, ICD-10 coding preferred. Ability to accurately collect monies and make change for patient payments required. Basic accounting education and/or medical billing experience preferred.

I. EXPERIENCE: At least 2 years medical office experience required. At least 1-year insurance billing required.

J. SKILLS:

1. Ability to maintain confidentiality regarding all matters relating to patients and strict practice of HIPAA compliance.
2. Proficient at using office equipment and computer software and scanners (Both PC and mainframe).
3. Ability to interpret insurance company explanation of benefits to accurately post payments and adjustments.
4. Ability to interpret medical procedures and diagnoses codes to accurately correct and resubmit claims to insurance carriers for payment.
5. Well organized and efficient, able to follow strict timelines.
6. Able to function independently with limited direct supervision.
7. Ability to maintain professional attitude under stressful situations dealing with both insurance companies and/or patients.
8. Identifies appropriate quality controls for assigned areas of responsibility and ensures that monitoring, as well as, process improvement is occurring.
9. Understands the principles of and participates in ongoing Quality Improvement projects as assigned.
10. Ability to multi-task ensuring completion of all responsibilities in a timely manner.
11. Must have good attention to detail.

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Office setting where the pace of work can be stressful and busy at times.
2. **Exposure to Hazards:** May be exposed to patients with communicable diseases
3. **Physical Requirements:** Prolonged sitting, standing, and walking with frequent lifting of negligible weight and up to 10 pounds occasionally.

L. BEHAVIOR: The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Business Officer Clerk to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the Lac du Flambeau Tribe will not be tolerated and is subject to disciplinary action.

M. OTHER: Demonstrate a strong commitment to cultural beliefs and values of the Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council.

Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Must submit to a drug test prior to commencing employment and random testing thereafter. Criminal background check required applicable to the job description. Employees must show proof of a full series (either one dose or two-dose) of COVID-19 immunization upon hire OR have an approved religious or medical exemption approved prior to start date. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians.

N. SIGNATURES:

Employee	Date
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Manager	Date
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<u>Previously signed</u>	
Tribal Administrator	Date

<u>Previously signed</u>	
Human Resource Director	Date