EAST TEXAS COMMUNITY HEALTH SERVICES, INC. (ETCHSI)
JOB DESCRIPTION

Position Title: Eligibility Determination Clerk
Reports to: Lead Staff assigned to Eligibility Determination

JOB SUMMARY: This position is responsible for determining the final eligibility status of ETCHSI patients, charge entry and point of contact collections.

ESSENTIAL FUNCTIONS:
Eligibility:

1. Explains ETCHSI's eligibility process and how the patient benefits from completing the process.
2. Works with patients to complete the on-site eligibility screening process.
3. Identifies all appropriate financial assistance programs and refers patients to outside payor sources, as needed.
4. Assists patient with the collection and presentation of required information/documents.
5. Processes incoming documents in a timely manner in compliance with current entity eligibility guidelines.
6. Verifies patient insurance information when necessary.
7. Updates patients' accounts in the information system to ensure the current eligibility information is available to the charge entry/billing staff.
8. Communicates effectively with entity staff and providers.
9. Works to effectively re-enroll and update eligibility documentation on ETCHSI patients as required by local, state, and federal programs to assure compliance with all reporting and determination regulations.
10. Attends relevant training seminars and meetings as requested by Supervisor.
11. If bilingual, translates in Spanish between non-Spanish speaking staff and Spanish speaking patients as requested.
12. Does not use Spanish language skills in such a way as to create an uncomfortable work environment between bi-lingual and non-bilingual staff
13. Performs all other duties as assigned.

GENERAL ENTITY EXPECTATIONS OF STAFF MEMBERS:

1. Maintains confidentiality of patients and provides services in a professional manner.
2. Exhibits and promotes positive relationships by showing consideration and respect for patients, visitors, and other ETCHSI personnel along with being cheerful, courteous and responsive.
3. Maintains professional and neat appearance with regular hygienic habits to prevent work place offensiveness.
4. Exhibits cleanliness and orderliness in personal and work habits.
5. Follows appropriate chain of command.
6. Is responsible for personal growth and professional development. Identifies and meets educational needs for self.
7. Is receptive to guidance and constructive criticism.
8. Attends ETCHSI educational programs.
9. Attends and participates in staff meetings.
10. Demonstrates a willingness to participate and follow through with special projects and committees.

11. Abides by ETCHSI attendance policy and established procedures for notification in case of absence.
12. Takes initiative in resolving problems and conflicts.
13. Assists in maintaining a safe, secure and aseptic environment for all patients and employees.
14. Adheres to regulatory agency requirements with respect to infectious disease and hazardous materials.
15. Is familiar with and abides by OSHA Standards, Hazardous Materials, Universal Precautions, use of personal protective equipment, Evacuation, Fire, Disaster, and Safety Plans.
16. Uses appropriate body mechanics and follows safety procedures.
17. Obtains annual TB test and attends Safety Recertification annually.
18. Completes Incident Reports within 24 hours of incident and turns them in to the Safety Officer.

EDUCATION:
High School diploma or equivalent

EXPERIENCE:
Previous medical office experience preferred

LICENSURE:
None required.

SKILLS:
Requires the ability to communicate effectively with a broad range of patients with varying cultural backgrounds. Strong organizational skills, the ability to accurately manage and explain detailed information, and the ability to do multiple tasks. Bilingual preferred (English-Spanish). Requires the ability to distinguish letters or symbols. Requires the use of office equipment such as but not limited to computers, telephones, fax machines and copiers.

TYPICAL PHYSICAL DEMANDS:
Requires sitting, standing and walking for extensive periods of time. Requires frequent bending, stooping, and/or stretching.

OSHA CLASSIFICATION: II

FLSA CATEGORY: Non-exempt

JOB CLASS: Office Clerical

ETCHSI reserves the right to revise or change job duties and responsibilities as the business need arises. In compliance with the EEOC 29 CFR Part 1630, if the essential functions of this position cannot be performed in a satisfactory manner by the employee, further accommodations shall be made if they do not constitute undue hardships upon this organization.

Robin L Moore — 10/7/15

Approved — Date

Acknowledgement of Job Description Receipt

I acknowledge that I have received a copy of my job description, that I have read it and been given an opportunity to ask any questions.
I acknowledge that this is what my evaluations will be based upon from this date forward.

Employee's Signature: _____ Date: _____

Witness's Signature: _____ Date: _____