



Spirit Lake Tribe
P.O. Box 359
Fort Totten, North Dakota 58335
mkeo@spiritlakenation.com

Job Title:	MSA Patient Registration Float	Open Date:	09/26/24
SL Program:	Spirit Lake Health Center	Close Date:	10/10/24

Position Objective:

This position is responsible for providing administrative support to the assigned clinical area within the Spirit Lake Health Center (SLHC). This position is also responsible for registration and eligibility services to obtain and process demographic and insurance information for alternate resources, contract health services, and private/commercial insurance. This position uses the patient schedule system to check-in scheduled and un-scheduled visits within the Spirit Lake Health Center (SLHC). Position is located within patient registration departments in the main clinic, Behavioral Health, Dental and Business Office or in various departments as needed.

Work is performed and duties are carried out in accordance with established policies, procedures, and SLHC core values: VALUES.

Major Duties & Responsibilities

- Answers telephone and greets visitors; provides information and assistance; schedules appointments; and resolves problems; prioritizes questions and concerns for supervisor’s attention.
- Gathers patient demographic information, updates patient information, and registers patients in the electronic system; determines eligibility for services; and, obtains documentation of Indian blood or other documentation of Tribal membership.
- Establishes a new health record or re-establishes inactive health records if necessary; assembles health records according to established guidelines; and, checks all pulled medical records for completeness and accuracy prior to submitting for data entry.
- Obtains patient’s signature on required forms as needed, files or routes documents to others appropriately.
- Schedule appointments and follow up appointments; and, makes arrangements for patient transportation when necessary.
- Identifies and obtains pre-authorization for the patient when needed.
- Verify third party insurance, including Medicaid eligibility, obtains copies of the private insurance health cards, and updates the patient’s health record.
- Medical records filing.
- Responds appropriately to routine requests for patient information in accordance with established procedures, and, privacy laws and regulations.
- Schedules and/or reschedules appointments as needed; reviews provider’s plan of care to need for ancillary services.
- Assists with continuity and quality of care through monitoring of information regarding patients seen, appointments and follow up, and, no-show patients. Follows up with patients regarding all missed appointments appropriately.
- Provides reports in accordance with established schedule and format as requested.
- Maintains adequate supply of required forms/documents.
- Creates, composes, edits, produces and/or distributes varied correspondence, reports, meeting minutes, advertisements, mailings, notices and other materials; obtains, organizes, and plans suitable presentation of content; reviews work for format consistency, grammatical construction and typographical accuracy; presents finished materials for review, or distributes.
- Prepares requisitions for supplies as needed.
- Assists with implementation of policies and development of procedures.
- Participates on performance improvement teams and other committees as assigned.

- Must comply with federal laws and regulations as required by the Health Insurance Portability and Accountability Act (HIPAA) and the Privacy Act of 1974.
- Performs related duties.

Knowledge Required at a level appropriate for this position

- Knowledge of HIPAA and the Privacy Act of 1974.
- Knowledge of eligibility requirements and acceptable documentation.
- Knowledge of patient registration principles.
- Knowledge of medical terminology.
- Knowledge of current state laws concerning vital statistic records and birth/death certificates.
- Knowledge of modern office practices and procedures.
- Knowledge of the correct and effective use of English, including grammar, spelling, and punctuation.
- Knowledge of assigned department's policies and procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of customer service principles.
- Ability to work with personal computer and utilize a variety of software applications, including database and office software systems.
- Ability to communicate clearly and effectively, both orally and in writing, using tact and sensitivity.
- Ability to organize the multiple demands of the job.
- Skill in prioritizing and organizing work, and maintenance of files and records.
- Skill in the provision of customer services.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

Supervisory Controls

The supervisor assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results. Work is reviewed through reports, and observation of interactions with SLHC patients.

Guidelines

Guidelines include SLHC policies and procedures. These guidelines are generally clear and specific, and deviations must be authorized by the supervisor.

Complexity/Scope of Work

This position consists of related clerical duties. The purpose of this position is to provide administrative support to the assigned area. Successful performance contributes to the efficiency and effectiveness of the assigned area's operations.

Contacts

Contacts are typically with providers, other employees and patients.

Contacts are typically to give and exchange information and provide assistance.

Physical Demands/Work Environment

The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The work is typically performed in an office and the noise level in the work environment is usually moderate.

While performing the duties of this Job, the employee is regularly required to sit; use hands and fingers to manipulate, handle, or feel; and, talk or hear. The employee must regularly lift and /or move light objects, and distinguishes between shades of color.

Supervisory and Management Responsibility

None

Minimum Qualifications

High school diploma or equivalent and one (1) year of administrative office support experience sufficient to understand the major duties of the position, and to be able to answer questions and resolve problems. Experience in a clinic setting is preferred.

Must successfully pass a criminal and background check.

Must successfully pass a pre-employment drug screen.

Job Location:	Spirit Lake Health Center	Company Industry:	Spirit Lake Health Center
Job Role:	Medical Support Assistant Float		
Employment Status:	Full- Time	Supervision	SLHC Director of Nursing
Grade:	12	Manages Others:	no
Number of Vacancies:	1		

More detailed job description can be picked up in the Human Resource Department for this opening.

Please Send Application to:

Name:	Spirit Lake Tribe Human Resource Department	Email:	rcrosswhite@spiritlakenation.com or mkeo@spiritlakenation.com
Address:	P.O. Box 97	State	North Dakota
City:	Fort Totten	Zip/Postal Code:	58335
Phone:	701-381-0204 or 701-381-0361	Fax:	701-766-1272

Application Procedure
 Complete application/Completed resume/Application materials must clearly explain how experience and education related to minimum qualifications and job duties. Copy of Credentials /License/Copy of college graduation/copy of valid driver's license/Names, addresses, phone numbers and permission to contact three references/If seeking Indian Preference a copy of Tribal Enrollment must be attached/ If seeking Veteran's preference must include Form DD214/Authorization signature will be required for background check and drug testing.