



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

Job Title:

Medical Support Assistant

Open Date:

May 9, 2017

Position Objective: This position is responsible for providing administrative support to the assigned clinical area within the Spirit Lake Health Center (SLHC). Position is located within the Business Office and will provide support as patient registration and in various departments as needed.

Major Duties & Responsibilities

- Answers telephone and greets visitors; provides information and assistance; schedules appointments; 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.
- 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.

Qualifications, Experience and education required:

- 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.
- Knowledge of HIPAA.
- Knowledge of patient registration principles.
- Knowledge of medical terminology.
- 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.
- Must successfully pass a criminal and background check.
- Must successfully pass a pre-employment drug screen.

Job Role:	Business Office SLHC	Company Industry:	Spirit Lake Tribe
		Closing Date:	May 19, 2017
Employment Status:	Full- time	Supervision	Department Supervisor
Monthly Salary Range:	DOQ	Manages Others:	No
Number of Vacancies:	1		

Please Send Application to:

Name:	Spirit Lake Human Resource Department	Email:	slthr@spiritlakenation.com
Address:	P.O. Box 97	State	North Dakota
City:	Fort Totten, North Dakota	Zip/Postal Code:	58335
Phone:	701-766-1203 or 701-766-1215	Fax:	701-766-1272

Application Procedure	<p>Complete application/Completed resume/Application materials must clearly explain how experience and education are related to minimum qualifications and job duties. Copy of Credentials /License/Copy of college transcripts/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.</p>
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