



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

Job Title:	Medical Support Assistant Patient Registration	Open Date:	August 7, 2020
SLT Program:	Spirit Lake Health Center	Close Date:	August 21, 2020

Position Objective: This position is responsible for providing 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) and access 3rd party portals to verify and update 3rd party coverage. Work is performed and duties are carried out in accordance with established policies, procedures, and SLHC core value.

Major Duties & Responsibilities

- Answers telephone and greets visitors; provides information and assistance; schedules appointments; and resolves problems; able to direct to appropriate department/personal to assist them.
- 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.
- Obtains and verifies the health records and RPMS Patient Registration information including Medicaid, Medicare, and private/commercial insurance eligibility prior to clinic visits.
- Interviews patient to gather information and establishes a new health record and/or contacts Health Information Systems to re-establishes inactive health records if necessary; and, assembles health records according to established guidelines.
- Assists patients in completing new or updated forms for the RPMS Patient Registration System.
- Prepares documents and obtains patient's and/or guardian's signature on required forms as needed, files or routes documents to others appropriately.
- Schedule appointments and follow up appointments.
- Identifies and obtains pre-authorization for the patient when needed.
- Maintains, key-enters, updates and verifies all Alternate Resources data necessary for patient registration and for accurate billing, and makes corrections as necessary to improve the Patient Registration System.
- Provides reports in accordance with established schedule and format as requested.
- Maintains adequate supply of required forms/documents.
- 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.

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 Patient Registration		
Employment Status:	Full- time	Supervision	Billing Department Director
Salary Range:	DOQ	Manages Others:	no
Number of Vacancies:	1	Other:	

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:	ndemarce@spiritlakenation.com or normar@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 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.		