



Job Description

Job Title: Financial Counselor-Oncology
Department: Oncology
Reports To: Executive Director of Physician Practices
FLSA Status: Non-Exempt

SUMMARY OF JOB:

Responsible for working with patients to insure the hospital receives maximum payment for all services rendered, while assisting the patient with any and all avenues of financial assistance available to them.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

1. Conducts patient financial interviews to assist with the resolution of the patient's account, and to ensure compliance with hospital financial resolution policies.
 - a. Advises and counsels patients and guarantors as to rights, responsibilities and procedures with regards to payment for care.
 - b. Works with patients to identify the most appropriate account resolution.
 - c. Assists patients with financial assistance applications as needed and completes charity processing for assigned patients, as appropriate.
 - d. Assists patients with CICP paperwork and determination.
2. Acts as a liaison with other departments of the hospital and physician offices. Acts as a liaison for patients and the billing department.
3. Assists patients with financial needs.
 - a. Assists patients with Medicaid eligibility referrals in a timely and complete manner.
 - b. Recognizes patients in needs of financial assistance and provides charity applications or referrals to the Department of Human Services.
 - c. Processes charity applications in a timely and complete manner.
 - d. Verify patient insurance coverage at time of visit and collect copay, deductible or deposit on all patients at check-out. Verify demographic information.
 - e. Arrange payment plans according to hospital policy.
 - f. Visit all inpatients to explain billing process, if necessary. Verify demographic and insurance information. Offer assistance, if needed.
4. Any other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school degree or equivalent and 1 - 3 years related experience and/or training preferred. Pharmacy Tech training/knowledge preferred.

SPECIAL SKILLS:

Excellent computer skills, 10 key by touch, filing and typing proficiency. Familiarity with CPT-4 and ICD-9 coding.

LANGUAGE SKILLS:

Must be able to read and write English. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS:

To perform this job successfully, an individual should have general computer literacy skills and knowledge of Microsoft Office applications.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

HIPPA:

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

Final Section I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

Employee Name & Signature

Date

Supervisor Name & Signature

Date