

# ONEIDA TRIBE OF INDIANS OF WISCONSIN

## Human Resources Department

### JOB DESCRIPTION

#### APPLY IN PERSON AT:

Human Resource Department

909 Packerland Drive  
Green Bay, WI 54303

#### APPLY ONLINE AT:

<http://oneida-nsn.gov>



#### OR MAIL TO:

Human Resource  
Department

P.O. Box 365  
Oneida, WI 54155-0365

Phone: (920) 496-7900

Fax: (920) 496-7490

Job Line: 1-800-236-7050

### FIRST POSTING OPEN TO ENROLLED ONEIDA TRIBAL MEMBERS ONLY

**POSITION TITLE:** Patient Account Representative  
**POSITION NUMBER:** 02080  
**DEPARTMENT:** Eye Care  
**LOCATION:** 525 Airport Road Oneida WI  
**DIVISION:** Comprehensive Health  
**RESPONSIBLE TO:** Optometric Supervisor  
**SALARY:** NE09 \$13.34/HR (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)  
**(Employees will receive 5% below the negotiated pay rate during their probationary status.)**  
**CLASSIFICATION:** Non-Exempt  
**POSTING DATE:** June 27, 2016  
**CLOSING DATE:** July 5, 2016  
**Transfer Deadline:** July 5, 2016  
**Proposed Start Date:** As Soon As Possible

### EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Oneida Tribe of Indians of Wisconsin does not discriminate on the basis of race, color, national origin, sex, religion, age or disability status in employment or the provision of services. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

### POSITION SUMMARY

Provide patient account support for the eye care clinic. Continuation of this position is contingent upon funding allocations.

### DUTIES AND RESPONSIBILITIES:

1. Welcome patients and maintain good public relations by handling patients courteously in a professional manner.
2. Answer incoming telephone calls; determine purpose of calls, schedule appointment or forward calls to appropriate personnel or department, triage as necessary, ensuring professional telephone etiquette.
3. Register patients; ensure all forms, electronic and paper, are filled out accurately and completely.
4. Obtain insurance information and/or payment from patient prior to appointment.
5. Accept payments and verify daily deposits.
6. Reconcile the automated accounts receivable at the end of the business day with payments received and prepare the automated daily bank deposit report.
7. Print daily charge tickets and schedules each morning.
8. Complete data entry of payments received from patients for their accounts.
9. Assist in preparing and maintaining appointment schedules for all providers on the encore patient scheduling software. Schedule non emergency patient appointments on the patient scheduling system.
10. Gather and update basic patient/client identification, proof of Tribal affiliation, insurance coverage, signature authorization, assignment of benefits, etc. on the automated encore patient accounting system.
11. Verify insurance, medical assistance, medicare, and third party insurance.
12. Prepare charts for the following day's schedule, insert and remove appropriate forms. Retrieve, document and return charts daily.
13. Scan eyeglass and contact lens cards into the eye care computer system, file cards into charts.
14. Contact patients for eyeglass or contact lens pick-up.

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#### **DUTIES AND RESPONSIBILITIES: (Cont.)**

15. Provide quality services for internal and external customers by furnishing accurate information, researching, and resolving problem issues in a timely manner.
16. Maintain and operates office machines, equipment, and computers. Perform or coordinate general maintenance and repair.
17. Photocopy, collate, distribute, and file documents.
18. Transmit outgoing faxes, and retrieve, log, and distribute incoming faxes.
19. Maintain inventory of supplies.
20. Practice excellent customer service skills at all times to include, but not limited to addressing customer and employee needs courteously and promptly.
21. Ensure strict confidentiality of patient records.
22. Contribute to a team effort and accomplish related results as required.
23. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
24. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
25. The above duties and responsibilities are not an all inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

#### **PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

1. Frequently sit, stand and walk; reach with hands and arms; climb or balance; and stoop, kneel crouch, or crawl and be able to reach out and pick-up and hold small objects.
2. Occasionally lift and/or move up to twenty-five (25) pounds.
3. Work is generally performed in a medical office setting with a moderate noise level. Work area is around sick or ill patients
4. Evening and/or weekend work or extended hours and irregular shifts may be required.
5. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter as required.

#### **STANDARD QUALIFICATIONS:**

1. Knowledge of medical insurance procedures and documentation.
2. Knowledge of modern office practices, procedures, and equipment.
3. Knowledge of business English, proper spelling, grammar, punctuation, and basic math.
4. Knowledge of records management and basic accounting procedures.
5. Knowledge of basic data entry and/or word processing skills.
6. Knowledge and skill in records maintenance.
7. Skill in using computerized software programs, office equipment including 10-key adding machine, and word-processing and spreadsheet programs.
8. Ability to communicate effectively both verbally and in writing.
9. Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
10. Ability to handle multiple tasks and meet deadlines.
11. Ability to carry out instructions furnished in verbal or written format.
12. Ability to work well in a team setting.
13. Ability to demonstrate excellence and continually seek improvement in results.
14. Ability to meet strict time lines.
15. Ability to provide excellent customer service skills.
16. Must be CPR and Red Cross First Aide Certified. Must maintain CPR and Red Cross First Aide Certification during employment.
17. Oneida Certification on reporting Child Abuse and Neglect is required within ninety (90) days of employment
18. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.**
19. Health Insurance Portability and Accountability Act (HIPAA) training is required prior to starting this position. **(Training will be administered by the Human Resource Department).**

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#### **STANDARD QUALIFICATIONS: (Cont.)**

20. Must be willing and able to obtain additional education and training.
21. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
22. Must pass a background security check prior to and during the course of employment with the Oneida Nation in order to meet the Employment Eligibility Requirements and/or the Tribal State Compact and/or the Tribal Gaming Ordinance as they pertain to the position and the location of the department.

#### **PREFERRED QUALIFICATIONS:**

**Applicants please clearly state on the application/resume if you meet these qualifications.**

1. Six months working with eye care terminology.

#### **MINIMUM QUALIFICATIONS:**

**Applicants please clearly state how you meet these qualifications on the application/resume.**

1. High School Diploma, HSED Diploma or GED Certification is required. Applicants age 50 and older are exempt from this requirement.
2. One (1) year of clerical, receptionist or customer service experience.

#### **ITEMS TO BE SUBMITTED:**

1. **Must provide a copy of diploma, license, degree or certification upon employment.**