

**APPLY IN PERSON AT:**  
Human Resources Department  
909 Packerland Drive  
Green Bay, WI 54303



**OR MAIL TO:**  
Human Resources Department  
P.O. Box 365  
Oneida, WI 54155-0365

**APPLY ONLINE AT:**  
<http://oneida-nsn.gov>

A good mind. A good heart. A strong fire.

**JOB DESCRIPTION**

Phone: (920) 496-7900  
Fax: (920) 496-7490  
Job Line: 1-800-236-7050

**POSITION TITLE:** Patient Account Representative  
**POSITION NUMBER:** 00326  
**DEPARTMENT:** Administration  
**LOCATION:** 525 Airport Dr Oneida WI  
**DIVISION:** Comprehensive Health  
**RESPONSIBLE TO:** Varies  
**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:** October 25, 2016  
**CLOSING DATE:** November 1, 2016  
**Transfer Deadline:** November 1, 2016  
**Proposed Start Date:** As Soon As Possible

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**EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The Oneida Nation 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.

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**POSITION SUMMARY**

Provide excellent customer service and patient account support for the health clinic. Continuation of this position is contingent upon funding allocations.

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**DUTIES AND RESPONSIBILITIES:**

1. Welcome patients and maintain good public relations by handling patients courteously in a professional manner.
2. Answer incoming telephone calls, schedules appointment or forwards calls to appropriate personnel or department, while 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.
  - a. 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.
  - b. Verify insurance, medical assistance, Medicare, and third party insurance.
  - c. Ensure appropriate intake information in the Health Information System and verify completeness and accuracy of all data.
5. Reconcile the automated accounts receivable at the end of the business day with payments received and prepare the automated encored daily bank deposit report.
6. Assist in preparing and maintaining appointment schedules for all providers on the patient scheduling software. Schedule non emergency patient appointments on the patient scheduling system.
7. Provide quality services for internal and external customers by furnishing accurate information, researching, and resolving problem issues in a timely manner.
8. Ensure strict confidentiality of patient records.
9. Contribute to a team effort and accomplish related results as required.
10. Adhere to all Personnel Policies and Procedures, Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
11. 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.

## **JOB DESCRIPTION**

### **Patient Account Representative**

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

1. Frequently stand, walk, sit, reach with hands and arms; balance, stoop, kneel, crouch, 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 ill patients.
4. 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 modern office practices, procedures, and equipment.
2. Knowledge of business English, proper spelling, grammar, punctuation, and basic math.
3. Knowledge of basic data entry and/or word processing skills.
4. Skill in records maintenance.
5. Ability to communicate effectively in the English language, both verbally and in writing.
6. Ability to handle multiple tasks and meet deadlines.
7. Ability to carry out instructions furnished in verbal or written format.
8. Ability to work well in a team setting.
9. Ability to continually seek improvement in results.
10. Ability and willingness to work evenings and weekends. This may include extended hours and irregular shifts.
11. Ability to provide customer service; to work in a culturally diverse environment with objectivity, respect, courtesy, empathy, tact, and maturity.
12. Ability and willingness to obtain CPR Certification within ninety (90) days of employment.
13. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
14. Health Insurance Portability and Accountability Act (HIPAA) training is required prior to starting this position. **(Training will be administered by the Human Resource Department.)**
15. Must obtain Oneida Certification on reporting Child Abuse and Neglect within ninety (90) days of employment.
16. Must be willing and able to obtain additional education and training.
17. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
18. Must pass a background security check with the Oneida Tribe in order to meet the Employment Eligibility Requirements, Tribal/State Compact and/or Oneida Nation Gaming Ordinance as they pertain to the position. A temporary license or Gaming License issued by the Oneida Gaming Commission is required as a condition of employment and continuing employment within the Oneida Nation Gaming Division.

#### **PREFERRED QUALIFICATIONS:**

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

1. Six (6) months experience working with Medicaid, Medicare, and third party insurance. Knowledge of medical insurance procedures and documentation.
2. Knowledge of Medical Terminology or willing to take a Medical Terminology class within one (1) year of employment.

#### **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 within one (1) year of employment. 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.**