

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

Phone: (920) 496-7900
Fax: (920) 496-7490

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

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

FIRST POSTING OPEN TO ONEIDA ENROLLED TRIBAL MEMBERS ONLY

POSITION TITLE: Patient Account Representative
POSITION NUMBER: 02403
DEPARTMENT: Dental
LOCATION: 525 Airport Dr Oneida WI
DIVISION: Comprehensive Health
RESPONSIBLE TO: Office Manager
SALARY: NE05 \$14.01/Hr. (NEGOTIABLE)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: July 29, 2021
CLOSING DATE: August 5, 2021
Transfer Deadline: August 5, 2021
Proposed Start Date: As Soon As Possible

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.

POSITION SUMMARY

Provide patient account support for the Dental department. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Provide excellent customer service to dental patients and customers. This will include the following:
 - a. Welcome patients and maintain good public relations by handling patients courteously in a professional manner.
 - b. Answer incoming telephone calls, schedules appointment or forwards calls to appropriate personnel or department, while ensuring professional telephone etiquette.
 - c. Assist in preparing and maintaining appointment schedules for all providers in the patient scheduling software. And schedule non-emergency patient appointments as needed.
 - d. Register patients; ensure all forms, electronic and paper, are filled out accurately and completely.
 - e. Obtain insurance information and/or payment from patient prior to appointment.
 - 1) Gather and update basic patient/client identification, proof of Tribal affiliation, insurance coverage, signature authorization, assignment of benefits, etc. on the automated Centricity patient accounting system.
 - 2) Verify insurance, medical assistance, Medicare, and third-party insurance.
 - 3) Ensure appropriate intake information in the Health Information System and verify completeness and accuracy of all data.
 - f. Provide quality services for internal and external customers by furnishing accurate information, researching, and resolving problem issues in a timely manner.
2. Reconcile the automated Dentrix accounts receivable at the end of the business day with payments received and prepare the automated daily bank deposit report.
3. Ensure strict confidentiality of patient records.
4. Contribute to a team effort and accomplish related results as required.
5. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
6. 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

Page 2

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Frequently stand, walk, sit, reach with hands and arms; 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 a 2 step TB Skin Test is required within thirty (30) days of employment.

STANDARD QUALIFICATIONS:

1. Knowledge of modern office practices, procedures, including word processing and spreadsheet programs.
2. Knowledge of basic data entry and/or word processing skills.
3. Skill in records maintenance.
4. Ability to communicate effectively in the English language, both verbally and in writing.
5. Ability to handle multiple tasks and meet deadlines.
6. Ability to carry out instructions furnished in verbal or written format.
7. Ability to work well in a team setting.
8. Ability to continually seek improvement in results.
9. Ability and willingness to work evenings and weekends. This may include extended hours and irregular shifts.
10. Ability to provide customer service; to work in a culturally diverse environment with objectivity, respect, courtesy, empathy, tact, and maturity.
11. Must be CPR and Red Cross First Aide Certified or the ability to obtain within three (3) months of employment. Must maintain CPR and Red Cross First Aide Certification during employment.
12. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.**
13. Must complete Health Insurance Portability and Accountability Act (HIPAA) training within thirty (30) days of employment and annually thereafter.
14. Must obtain Oneida Certification on reporting Child Abuse and Neglect within ninety (90) days of employment.
15. Must be willing and able to obtain additional education and training.
16. Must pass a pre-employment drug screening. Must adhere to the Nation's Drug and Alcohol-Free Workplace Policy during employment.
17. Employees are required to have proof of immunity or dates of 2 doses of MMR and 2 doses of Varicella prior to starting in any position within the Oneida Comprehensive Health Division. Any refusal of vaccination(s) or failure to provide proof of immunity may disqualify the applicant.
18. Must pass a background security check with the Oneida Nation 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.
2. Knowledge of dental insurance procedures, documentation and electronic dental record.

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 fifty (50) and older are exempt from this requirement.
2. One (1) year of clerical, receptionist, or office experience working in a medical, dental or call center facility.

ITEMS TO BE SUBMITTED:

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