

MOTT CHILDREN'S HEALTH CENTER

Job Description

CURRENT JOB TITLE: Client Services Representative

FLSA STATUS: Nonexempt

DEPARTMENT: Behavior/Child Health Services/Pediatric Dentistry

DATE: April 2004

REPORTING RELATIONSHIP/IMMEDIATE SUPERVISOR: Department Manager/Supervisor

PAY GRADE: 105

GENERAL SUMMARY

Greets, directs and registers clients, using electronic database. Determines eligibility for services, initially and annually. Answers multi-line telephone, takes/directs calls and/or messages to appropriate individual(s). Schedules appointments for clients, providers and administrators. Prepares and maintains client records, electronic records and department records. Processes client billing. Corresponds with MCHC Departments and Third Party Payers to obtain information, update records, files, logs, etc. Works collaboratively with MCHC departments to assure client's access to available services. Assists in the design and completion of required reports and projects for administration.

ESSENTIAL JOB FUNCTIONS

Secretarial

- Answers multi-line phone system screens calls, takes and directs calls/messages as appropriate.
- Greets, assists, routes clients and visitors as they enter the department.
- Prepares client record utilizing department guidelines and updates of consent forms, insurance information and demographic information regularly.
- Pull, prepare and review client records at the time of each appointment assuring that information in the record matches information in department database, making corrections when necessary.
- Performs clerical duties, data entry, statistical reporting, word processing, photocopying and ordering supplies as requested.

Enrollment

- Determines client eligibility for services through review of income and demographic information.
- Verifies and registers client demographic and insurance information into department database.
- Informs clients of eligibility for coverage of services by third party payers and assists in completion of carrier/program specific enrollment forms.
- Assists new clients with completion of health history form and determination of need for additional MCHC services, working collaboratively with MCHC departments to assure client access, when needed.
- Following department guidelines, schedules client appointments and notifies appropriate provider of missed client appointments taking appropriate action when necessary.
- Assures that pre-authorization for services have been obtained and attached appropriately to client claim.

ESSENTIAL JOB FUNCTIONS-Continued

Billing

- Following department policies/procedures, inputs assigned portions of departmental billings into computer, checking each client charge ticket for accuracy, i.e. date of service, provider identification, procedure, diagnostic and insurance codes.
- Submits claim electronically or manually to appropriate third party payer.
- Post vouchers from third party payers, applying appropriate adjustments and balancing daily entries.
- Check daily charge entries against daily client appointment schedule to assure that all charges have been entered.
- Research un-paid and rejected claims from third party payers, writing off non-billables, correcting data entry errors, statusing non-paid claims, and submitting additional information when requested from insurer.
- File and maintain department service tickets, vouchers and manual claims according to department guidelines.

OTHER RESPONSIBILITIES

- Attends monthly department staff meetings and other meetings as assigned.
- Other job related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS

1. A high school diploma or equivalent with three years clerical/administrative support experience in a health care (dental, medical or behavioral) related facility or program.
2. Analytical ability to collect and interpret data to prepare reports based on findings, basic math and accounting skills to accurately balance and maintain a client billing/accounts receivable system.
3. Basic knowledge of CPT, CDT, MUPC and ICD coding and documentation requirements.
4. Functional knowledge of office equipment including adding machine, calculator, copiers, multi-line telephone and computer applications (data entry, spread sheets and word processing at a minimum of 40 wpm).
5. Must have communication and interpersonal skills to effectively interact with administration, associates, community agency personnel, clients and visitors.
6. Depending on job assignment position requires a reliable vehicle, a valid driver's license with a satisfactory driving record and a minimum of \$100,000/\$300,000 insurance coverage.

WORKING CONDITIONS

1. Work is performed primarily in a school, office or community environment with no unusual discomfort due to temperature, dust, noise or exposure to hazardous materials.
2. Work very frequently (60-80%) produces a high level of mental/visual fatigue.

WORKING CONDITIONS – Continued

3. May be physically active with frequent periods of sitting, standing, walking, stretching and occasional lifting up to 25 pounds.
4. Risk Category B – Job functions involve no exposure to blood, body fluids or tissue.

Analysis of the physical demands of the position:

		<u>Outline Required Physical Demands</u>
1. Strength		
a. Standing	<u>20% of time</u>	<u>Standing/walking to pick-up and deliver records, interact with clients, assist providers. May include use of stairways and elevators.</u> <u>Majority of assignments are performed at a computer.</u>
Walking	<u>20% of time</u>	
Sitting	<u>60% of time</u>	
b. Lifting	<u>25 lbs.</u>	<u>Lifting and carrying records and office supplies. Assisting with patients.</u>
Carrying	<u>10 lbs.</u>	
Pushing	<u>10 lbs.</u>	
Pulling	<u>10 lbs.</u>	
2. Climbing		<u>Use of ladder for filing. May need to climb stairs for access to other departments.</u>
Balancing		
3. Stooping		<u>Frequently to file and retrieve records.</u> <u>Infrequently, may crouch when interacting with children.</u>
Kneeling		
Crouching		
Crawling		
4. Reaching		<u>Frequent overhead reaching and stretching to obtain records and supplies in overhead cabinets.</u>
Handling		
5. Speaking		<u>Cultural regional accents acceptable. Common English language required. Acute hearing required to effectively communicate with staff and clients.</u>
Hearing		

WORKING CONDITIONS – Continued

Analysis of the physical demands of the position:

Outline Required Physical Demands

6. Seeing	<u>Correct to 20/20</u>
Depth Perception	<u>Must hand forms to clients.</u>
Color Vision	<u>No requirement.</u>

FUNDING SOURCE

Client Services Representative positions funded through the Michigan Family Independence Agency/Mental Health or other Grant/Contract Program are contingent on funding renewal each fiscal year October 1 through September 30.

APPROVALS

_____ Name and Title	_____ Date
_____ Name and Title	_____ Date
_____ Name and Title	_____ Date
_____ Name and Title	_____ Date

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified nor are they intended to express or imply any contract of employment or any part thereof.
