

JOB TITLE: Patient Financial Counselor	DEPARTMENT: Patient Financial Services	POSITION OF SUPERVISOR: Customer Service Lead
FLSA STATUS: Non-exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE:

Position Summary: Qualifications: *At all times, the employee shall possess the following qualifications set forth below.*

The Financial Counselor is responsible for providing patients with a positive financial experience by helping patients navigate and understand insurance benefits and potential financial liability. The Financial Counselor is the patient's point of contact for financial assistance questions. The Financial Counselor collects payments, sets up payment arrangements as appropriate, creates estimates, advises patients in person and over the phone on their insurance benefits and coverage. The incumbent assists patients with eligibility for government programs, PSMC's Financial Assistance Program and other options for managing high medical liabilities. Independent judgment and decision making is required to address the full range of tasks and responsibilities. The position requires the ability to plan, schedule and organize numerous tasks that directly impact hospital and physician reimbursement.

Education/Training:	High School graduate or equivalent
Experience:	One (1) year or more experience in Health Care Revenue Cycle. Knowledge of insurance types (Medicare, Medicaid, Commercial, etc) and patient liabilities.
Special Skills, Licenses or Certifications:	Basic computer knowledge
Language Skills:	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time Additional languages preferred Demonstrates ability to listen Demonstrates ability to clearly convey thoughts in speech and written word
Physical/Mental/Special Demands:	<ul style="list-style-type: none"> • Lifting a minimum of 25 pounds. • Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone. • Adequate sight is required to perform essential functions of the job. • Work requires the use of computers with exposure to monitors, key boards, and mouse with repetitive motions for extended periods of time. • Ability to initiate CPR 100% of the time. • Must have fine motor skills 100% of the time. • Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time. • Good mental health. • Demonstrate tact and versatility. • Must be dependable. • High degree of self-motivation and directional initiative. • Ability to function successfully independently. • Ability to cope and remain calm in escalating situations.

	<ul style="list-style-type: none"> • Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators. • In addition, the physical demands anticipates standing, bending, walking and long periods of sitting.
Work Environment:	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.
Cross-Training of Position:	PSMC cross-trains job positions. This job description must cross-train to be able to effectively perform the job position of: Patient Account Representative

Standard Job Requirements: *At all times, employee shall satisfy the following requirements:*

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Accomplish annual goals.
3. Works forward on department plans (may change from time to time).
4. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
5. Comply with all PSMC and department procedures, rules and directives.
6. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
7. Be courteous, respectful, honest, and solution-oriented in dealing with others.
8. Communicate accurately, clearly, and effectively both orally and in writing.
9. Possess excellent organizational skills and the ability to multi-task.
10. Work independently and perform the job with minimum supervision.
11. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
12. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
13. Respect the importance of compliance and quality programs and support the same.
14. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
15. Participate in employee training, Disaster Preparedness and emergency events.
16. Perform other job duties, as assigned by a supervisor.

Essential Duties, Functions and Responsibilities: *At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.*

1. Serves as the point of contact for all financial assistance related questions. Communicates with patients to identify and understand financial, and social information as it relates to relevant patient information.
2. Gathers all relevant information required to process financial assistance requests and documents all communication and follow-up in the hospital system.
3. Assess the current financial situation of patients through the verification of patient insurance benefits, and serves as the technical expert confirming patients benefit coverage and reimbursement.
4. Determines eligibility for care at PSMC by assessing patient eligibility for Medicaid, Emergency Medical Assistance, and any other government program the patient may be eligible for.

5. Explain PSMC's payment policy to patients if a program is not available. Counsels patients on out of pocket liabilities and collects deductible, pre-payments, and outstanding balances.
6. Communicates the financial coverage status and applicable financial decisions with all appropriate parties.
7. Can perform all the standard job requirements.
8. Meets the qualifications as set forth herein.

Approved by:

(Supervisor – Signature)	(Title)	(Date)
	Human Resources Director	
(Human Resources– Signature)	(Title)	(Date)

Receipt and Acknowledgment:

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read PSMC values (WISER) and understand them.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)