



Creating and Inspiring Healthier Lives.

Position Title:	Patient Advocate - Switchboard
Department:	Revenue Cycle
Supervisor:	Revenue Cycle Manager
Supervisory Responsibilities:	None
FLSA Status:	Non-Exempt

### Summary:

The Patient Advocate coordinates patient's resource needs with appropriate staff. The Switchboard Patient Advocate is responsible for answering incoming calls, and checking and responding to voicemails. Tasks include but are not limited to collecting accurate information including demographic, insurance, and financial information, checking in patients, determining financial eligibility for the Sliding Fee Discount Program and other programs, scheduling appointments, checking out patients, accepting payments.

### All employees will exhibit the following behavioral traits:

#### *Integrity and Trust*

Individual is widely trusted and can present information and discuss situations in an appropriate and helpful manner, keeps confidences, admits mistakes, doesn't misrepresent him/herself for personal gain. Is respectful in action and communication with clients, patients and staff.

#### *Mission Integration*

Adheres to the organization's mission during times of ease or challenge, is dedicated to the expectations and requirements of the mission and vision, acts in line with the values identified by Alluvion Health.

#### *Team Relations*

Understands and supports the team approach and integrated model of Alluvion Health. Is seen as a team player, cooperative and supportive of his/her coworkers, practices what he/she preaches. Can be candid with peers and fosters open dialogue. Creates a feeling of belonging on the team and holds self and team accountable to those behaviors.

### Essential Job Responsibilities:

1. Answers incoming calls and retrieves phone messages, responding in a timely fashion according to health center policy and procedures;

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2. Creates and maintains respectful rapport with patients;
3. Provides excellent customer service;
4. Schedules all appointments for health center;
5. Collects and verifies patient demographic and financial information according to program requirements;
6. Utilizes the electronic medical record system on a daily basis;
7. Makes appropriate referrals to Care Coordinators for resource assistance;
8. Determines financial eligibility for the Sliding Fee Discount Program according to program policies and guidelines;
9. Collects patient nominal fees, co-pays, and/or payments for services;
10. Maintains confidentiality of sensitive information according to HIPAA;
11. Establishes and maintains productive working relationships with fellow employees, supervisors;
12. Participates in quality improvement programs and activities;
13. Performs duties efficiently and effectively;
14. Follows Alluvion Health's policies and procedures;
15. Responsible for general clerical duties of the clinic;
16. Responsible for completing various special projects/events, which may require reviewing and analyzing information, identifying problems, recommending solutions and writing reports;
17. Performs a variety of other duties as assigned; which may include but are not limited to: directing or participating in special projects and events, conducting research, representing Alluvion Health at meetings and conferences, and attending continuing education and training events.

### **Knowledge, Skills and Abilities:**

#### *Knowledge and understanding of:*

- Basic computer data entry;
- Electronic Medical Record systems;
- General office practices;
- Community resources;
- Cultural sensitivity;
- HIPAA Privacy and Security Rules;
- Safety policies and procedures.

#### *Skills in:*

- Customer service;
- Written and verbal communication;
- Time management and organization;
- Computer use to manage data to meet essential job requirements;
- Microsoft Excel, Word, Outlook, Windows, Internet;

#### *Ability to:*

- Work as a team member;
- Use active listening to determine the patient's needs and respond accordingly;

- Efficiently assess patient eligibility for Sliding Fee Discount Program;
- Successfully collect fees for services;
- Submit accurate and complete billing information to the billing technician in a timely manner
- Adapt to changes in the work environment;
- Coordinate and prioritize tasks;
- Deal with frequent change, delays and or unexpected events;
- Adhere to a high degree of confidentiality and sensitivity;
- Maintain confidentiality and compliance with HIPAA privacy and security rules;
- Work with families with diverse social economic and cultural backgrounds in an empathic, non-judgmental, respectful and professional manner;
- Work with people from all walks of life, such as individuals with various social and emotional histories, high risk, unemployed, and homeless, abused and people with mental health conditions;
- Work independently with little direction but also with a team;
- Read and comprehend materials;
- Analyze and compile information;
- Occasionally lift up to 30 pounds;
- Pass a criminal background check;
- Communicate effectively orally and in writing;
- Demonstrate punctuality;
- Meet established timelines and/or deadlines;
- Utilize proper chain of command;
- Identify problems that adversely affect the organization and its functions;
- Offer suggestions for improvements.

**Education/Experience/Qualifications:**

*Education/Training:*

- Minimum of High School Diploma, GED or HiSET.

*Certifications:*

- Must possess a valid driver's license issued by the State of Montana.

**Language Skills:**

Fluent in the English language. Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints.

**Physical Requirements:**

- Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable



