



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
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VACANCY ANNOUNCEMENT

POSTING NO: 036-24

OPENING DATE: 03/11/2024

CLOSING DATE: 03/25/2024

POSITION: Purchased/Referred
Care Medical Assistant
PAY GRADE: NE4 (\$18.78/hr. - \$25.35/hr.)
FLSA STATUS: Non-Exempt
POSITION TYPE: Full Time
FUNDING SOURCE: Grant Funded
DEPARTMENT: Health Services
REPORTS TO: Purchased/Referred Care Manager
BACKGROUND LEVEL: Child/Elder

POSTED: IN/OUT

JOB PURPOSE: The Medical Assistant in this role will primarily focus on managing referrals, scheduling patient appointments with external clinics, and verifying insurance information. This position plays a crucial role in ensuring efficient and timely access to healthcare services for our patients, with a particular emphasis on managing Purchase Referred Care (PRC) funding from Indian Health Services (IHC). This is an entry level position with potential for growth into the department or into the Indian Health Services Purchase Referred Care job market.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Receive, process, and track all incoming referrals from providers within the clinic.
- Communicate with patients to explain the referral process, provide necessary instructions, and address any questions or concerns.
- Coordinate with external healthcare providers and specialists to schedule patient appointments for referrals.
- Ensure that all referral documentation is complete, accurate, and compliant with PRC requirements.

- Monitor the status of referrals, track patient progress, and follow up to ensure that patients attend their scheduled appointments.
- Schedule patient appointments, including follow-up visits and consultations, using the electronic health record (EHR) system.
- Coordinate appointment times with provider availability and patient preferences.
- Send appointment reminders to patients via phone or mail to minimize no-shows.
- Coordinate appointments with IHC clinics or Public Health to optimize provider schedules and patient access to care.
- Verify patient insurance information by contacting insurance providers, both private and government-funded including IHS for PRC.
- Ensure that patients' insurance coverage is accurately reflected in their medical records.
- Address insurance-related inquiries from patients and assist them in understanding their coverage.
- Maintain a deep understanding of the requirements and regulations related to PRC funding from IHS.
- Ensure all referrals and patient appointments comply with PRC guidelines and that necessary documentation is completed and submitted for reimbursement.
- Collaborate effectively with healthcare providers, nurses, and administrative staff to streamline the referral and appointment process.
- Maintain clear and timely communication with patients to address any changes to their appointments or referrals.
- Accurately document all interactions, appointments, and referral details in the EHR system.
- Maintain organized and up-to-date referral and scheduling records.
- Receive and match incoming health care claims to an approved referral requisition; ensures receipt of the explanations of benefits (EOB) and validates the ICD, CTP, HCPCS, and CDT coding
- Reconciles vendor statements
- Participates in resolving patient billing statements; requests for claims and explanation of benefits (EOB) from the vendor, and/or providing vendor with primary payer information.
- Researches and resolves patient billing statements
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- High School Diploma/GED.
- Medical Assistant training.
- One year work experience as a medical assistant preferred.
- CPR Certification.
- CMA or CAN preferred.
- Must be able to pass a TB screening.
- Must provide written copy of immunization record prior to employment.
- Must pass background check for position.

- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of applicable federal, state, county and local laws, regulations, and requirements.
- Knowledge of medical terminology
- Knowledge of OSHA guidelines for blood borne pathogens.
- Knowledge of commonly used drugs and pharmacology terminology.
- Knowledge of office functions, procedures, and policies.
- Skill in operating various word-processing and database software programs.
- Skill in treating patients with tact, courtesy, and respect.
- Ability to read lab result.
- Ability to react quickly and make effective decisions in an emergency situation.
- Ability to maintain confidentiality.
- Ability to work a varied schedule, including weekends and evenings.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to communicate efficiently and effectively both verbally and in writing.
- Ability to handle multiple tasks and meet deadlines.
- Ability to exercise independent judgment.

PHYSICAL DEMANDS:

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

WORK ENVIRONMENT:

- Work is performed in an interior and exterior environment; generally in a clinical setting with a moderate noise level.
- Frequent interaction with the public.
- Possible exposure to COVID-19, biological, chemical, and extreme weather.
- Prolong standing.

PREFERENCE:

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.