



## **JOB DESCRIPTION**

**JOB TITLE:** Patient Financial Counselor  
**REPORTS TO:** Front Office Supervisor  
**DEPARTMENT:** Medical  
**LOCATION:** Rolling Hills Clinic  
740 Solano Street, Corning, CA 96021  
2540 Sister Mary Columba Drive, Red Bluff, CA 96080  
**STATUS:** Full-time, 100% FTE, Non-Exempt

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*Native Preference in hiring is given to qualified enrolled members of Paskenta Band of Nomlaki Indians and Native Americans in accordance with the **Indian Preference Act (Title 25, US Code, Section 472 and 473)**. Applicants claiming Indian Preference must submit verification of Indian certified by tribe of affiliation or other acceptable documentation of Indian heritage.*

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### **POSITION SUMMARY**

The Patient Financial Counselor at Rolling Hills Clinics is responsible for submitting all pre-authorization requests for medical and dental procedures as well as determining and providing financial estimates and assistance to patients regarding dental or medical estimated procedure costs, copays, balances, and bills. The ideal candidate will have excellent communication and time management skills to ensure the pre-authorization and payment processes run smoothly. This role will process sliding fee scale paperwork according to all regulations and act as a liaison between the clinic and the patient. The Patient Financial Counselor is expected to have advanced knowledge of both front office and billing processes and may be required to assist in either department as needed.

### **DUTIES & RESPONSIBILITIES**

1. Assist with the initial admission of patients to the clinic, going over medical records request. Understand patient's financial needs regardless of payer type or status.
2. Assess patient's expenses, level of income, insurance coverage, financial objectives, tax status and risk tolerance when determining payment arrangements.
3. Meet with patients one on one in person or via phone to assess financial situations and create a plan to help with copays, balances, or treatment costs.
4. Accurately process patient sliding fee applications as they relate to Federal Poverty Guidelines.
5. Proactively work with patient financial constraints utilizing all available resources, grants, Medi-Cal certifications, and other forms of patient financial assistance knowledge.
6. Submit and monitor procedure pre-authorization requests.
7. Is friendly and courteous to patients while educating and communicating financial expectations.
8. Has complete understanding of the Financial Policy.
9. Communicates terms of Financial Policy to patients for full comprehension of payment expectations.
10. Works collaboratively with billing department and front staff to ensure there is a complete understanding related to patient's financial plan.
11. Input Sliding Fee Program (SFP) approvals into patient chart.
12. Contact patients in the pre-collection status to assist in rectifying their delinquent accounts.
13. Other duties assigned by Supervisor.

### **MINIMUM QUALIFICATIONS**

1. Minimum of two years of medical or dental office experience required.

2. Excellent time-management, analytical, and customer service skills
3. In-depth knowledge of medical and dental insurance benefits and the practice Financial Policy
4. Highly proficient in Office, EMR systems, and external partner websites used to submit and process pre-authorization requests
5. Bilingual in English and Spanish preferred
6. Able to communicate practice expectations effectively and assertively regarding patient financial responsibility, while demonstrating compassion and empathy for patient's individual situations

### **BACKGROUND CHECK REQUIREMENTS**

Pre-employment Drug Testing and a Department of Justice Fingerprinting clearance through Federal, State and Child Abuse Index is a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at Rolling Hills Clinic.

### **VACCINATION REQUIREMENTS**

A pre-employment Physical exam is required upon hire. You will be required to provide vaccination records to show proof of immunity for TB or PPD, Measles, Mumps, Rubella, Varicella, TDAP & Hep B. If the records are more than 10 years old, titers are required to confirm immunity.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, sit, use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop. The employee must occasionally lift and/or move up to 50 pounds. Position may require exertion up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently or constantly lift, carry, push, pull or otherwise move objects. Specific vision abilities required by this job include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus.

### **WORK ENVIRONMENT**

Work is performed in a health clinic setting. The noise level in the work environment is usually low to moderate. Will work with blood-borne pathogens and will require OSHA training. This job routinely uses standard office equipment such as computers, telephones, photocopiers, and fax machines. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at any time by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms. The job description does not constitute an employment agreement between Rolling Hills Clinic and employee and is subject to change by the Paskenta Band of Nomlaki Indians.*