

SUPPORT SERVICES COORDINATOR

JOB TITLE: Support Services Coordinator

GRADE: 14

JOB CODE: 2901

DATE: 11/8/95

GENERAL FUNCTION: Under administrative direction, supervises a staff of support associates of the agency in the process of patient registration, data entry, fee collection, generating both for services rendered and accounting for payments received.

DISTINGUISHING CHARACTERISTICS OF THE CLASS: This classification is characterized as a working first-line supervisory position responsible for overseeing a staff of support associates and has overall responsibility for medical records maintenance. The incumbent would be responsible for maintaining an up-to-date knowledge of the entire registration, data entry, and financial management activities for patient services rendered. The incumbent could supervise staff assigned to general medical, environmental, WIC, Home Health or the Commission for Handicapped Children.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Interview patient to ensure completeness and accuracy of information. Respond as appropriate to questions raised by patient.

Maintain patient record. Check medical record for signatures, dates, permission forms, and other pertinent information. Update record as necessary upon follow up visit. File laboratory reports in medical record. Check coding of service rendered as appropriate.

Enter information on services rendered into the computer according to medical record manual and service manual. (Appropriate for P.E.F., WIC, Environmental, and C.H.C.).

Enter data on medical information needed for the 485, 486, and 487 and the HHS-1 for physician orders and third party payers

Collect fee from patient, if able to pay; issue receipt, and enter into computer.

Check to make sure all service documents have been turned in.

Reconcile previous days services with fees obtained and correct as necessary.

Reconcile monthly cash listings to home health and waiver revenue and expense reports.

Retrieve from computer select reports to generate bill for patient, third party payor, license fee for environmental program. Send bill to client/patient.

Enter payment received in the computer. Work with denial billings with third party payor and resubmit for accounts receivable.

JOB TITLE: Support Services Coordinator (Cont'd)

JOB CODE: 2901

Monitor and report uncollectible account receivables.

Review and implement corrective action on billing information by use of the pre-billing register.

Schedule clinics as appropriate. Arrange for appropriate physician and nurse coverage.

Supervise subordinate staff. Organize work for staff, schedule staff for routine and specialized medical services, review the work of staff to ensure completeness and accuracy. Evaluate the performance of employees assigned.

Evaluate the support services process to ensure smoother operation; review periodic reports for error ratings, denied billings, and other statistical/operational information. Prepare responses as appropriate.

Maintain up-to-date knowledge of support service regulating and program standards, medical or environmental records. Attend local state conferences, workshops, conduct staff meetings.

SUPERVISION RECEIVED: Limited supervision with alternating periods of autonomy and general review. Supervisor plays substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED: This position would require direct supervision of support services staff assigned.

JOB SPECIFICATIONS:

Knowledge and Abilities:

Minimum Education, Training, and Experience Requirements: High school diploma or GED. Five (5) years of experience in office management, administrative activities, or moderately difficult clerical experience in typing, use of the keyboard, or computer entry. Additional education (college, vocational school, etc.) may be substituted for the required experience on a year for year basis.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.