**HOME HEALTH & HOSPICE CLERK III**

**Reports to:** Department Director **Department:** Home Health & Hospice

**Classification:** Clerk III

**Date:** 2/25/2022

**Job Summary:**

The Home Health and Hospice Clerk is responsible for providing support to the Department Director and/or department staff. Secondly, the home health and hospice clerk is to provide backup and assistance to Clerk IV.

**Essential Functions:**

* Answer multi-line telephone and provide customer service when patients/families come to the office.
* Have knowledge and understanding of patient ICD10 coding.
* Take referrals and begin appropriate paperwork.
* Add/update patient demographics in electronic medical record (EMR) system.
* Review patient accounts for appropriate charges and diagnosis.
* Verify monthly billing requests to Accounts Payable, check requests and VISA charge requests to AP as needed.
* Submit charges for contracted nursing services to Accounts.
* Ability to create and recreate forms using Microsoft Word and Excel.
* Order supplies for department as directed by department staff.
* Assure donation acknowledgement is completed.
* Track Community Benefit items
* Track Community Loan out items; when they are checked out and returned.
* Track staff and volunteer background checks, licensing, BLS renewals, FIT testing
* Process and enter charges to be posted to patient accounts; Home Health, Hospice, In Home and supplies.
* After end of month charges are completed; prepare statistics and submit to CFO.
* Scan patient medical information into Wellsky
* Verify Insurance(s) and initiate pre-authorizations.
* Orders Manager; print and fax orders for signatures. Provide follow up until the order is signed and returned
* Ensure both EMR patient rosters are current
* Monthly discharge and readmit all In Home Care and Hospice patients in Centriq.
* Schedule patients for Foot Clinic and call to remind about appointments
* Monthly send all gas receipts to Maintenance
* Send calendar updates to admin
* Weekly print/save as PDF WellSky Chart for all current patients and upload to Centriq
* Create and update Case Conference and IDG lists biweekly
* Provide back up in preparing and submitting claims for payment to insurance carriers, secondary and tertiary payers, and private pay patients in accordance with current standards, rules and regulations, both electronically and manually.
* Provide back up in performing follow-up and process additional information as necessary with insurance carriers, third party payers, and guarantors until accounts are cleared in full, in accordance with the collection policies of the department. Ensure that all claims are managed in a competent, complete, and professional manner.
* Provide back up in transmitting OASIS data and H.I.S. data.
* Maintain high ethical standards and follow guidelines for personal conduct as set forth in the Employee Handbook and MCHD Personnel Policies
* Maintain strict confidentiality and professionalism concerning patient matters.
* Safeguard and distribute employee paychecks.
* Assists patients with insurance and billing questions.

Maintain professional conduct at all times. Report all accidents and/or safety violations immediately. Perform other duties and responsibilities that may become necessary as directed by your supervisor or the District Administrator.

**Required Knowledge, Skills, Abilities, and Competency:**

* High school diploma or equivalent.
* Secretarial experience preferred and /or experience in a medical or paramedical field.
* Must be highly accurate, organized, and able to multi-task.
* Knowledge of computers, office equipment and general office skills.

**Working Conditions:**

* Able to sit for long periods of time.
* Ability to communicate clearly on the telephone and in person with patients, visitors and staff and to read and understand written instructions.
* Ability to concentrate on detail with constant interruptions and be able to prioritize job tasks.
* Ability to make independent decisions when circumstances warrant such action.
* Ability to cope with the mental and emotional stress of the position.
* Flexibility in work schedule changes.

*I have read the above position description. I will perform the position to the best of my ability. A copy of this position description will be placed in my personnel file.*

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*Signature of Employee Date*