

## **TOIYABE INDIAN HEALTH PROJECT, INC.**

### **POSITION DESCRIPTION**

**POSITION:** Purchased/Referred Care Specialist I (Trainee)

**SALARY RANGE:** TSS 5

Purchased/Referred Care Specialist II (Skilled Level)

**SUPERVISOR:** Billing Supervisor

**WORK STATION:** Bishop Administration

**NON-EXEMPT**

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### **POSITION SUMMARY:**

Under the supervision of the Billing Supervisor, the Purchased/Referred Care (PRC) Specialist is responsible for AI/AN patient registration screenings and pre-screenings for applicable program/insurance enrollments. He/she verifies eligibility based on established codes and notifies patients regarding eligibility. The PRC Intake Specialist processes patient travel and payments in accordance with Toiyabe policies and procedures.

### **QUALIFICATIONS:**

1. High school diploma or equivalent.
2. Minimum one year experience in office procedures or educational experience.
3. Must have strong communication skills, above average organizational skills, and be self-motivated.
4. Computer experience in Microsoft Office applications required.
5. Knowledge of health insurance billing procedures and terminology.
6. Valid driver's license and insurable with company insurance.
7. CPR certified, or certified within three months of hire.
8. Must be sensitive and possess an awareness and keen appreciation of Indian traditions, customs, and socioeconomic needs of the Indian community.
9. American Indian preference in accordance with Indian Preference Act (Title 25, U.S. Code, § 472 & 473).

### **DUTIES & RESPONSIBILITIES:**

1. Conduct AI/AN patient registration screenings.
2. Conduct pre-screenings for any applicable programs (Medi-Cal, Healthy Families, CMSP, and others).
3. Draft insurance eligibility letters.
4. Verify Indian eligibility and residency.
5. Verify tribal and reservation codes for Purchased/Referred Care health services.
6. Prepare and maintain Purchased/Referred Care patient files.

7. Assist Purchased/Referred Care patients in the office or on the phone.
8. Educate tribal members about the medical, dental, vision, and behavioral health, preventive, and dialysis services at Toiyabe, as needed.
9. Remain knowledgeable about the insurance industry.
10. Process AI/AN patient travel requests in accordance with relevant Indian Health Services contracts and Toiyabe policies and procedures.
11. Execute purchase orders and check requests in accordance with Toiyabe policies and procedures.
12. Assist Purchased/Referred Care colleagues with tasks, as time permits.
13. Protect and ensure patient confidentiality in accordance with HIPPA privacy and security guidelines.
14. Process claims for payment/reimbursement in a timely manner.
15. Process patient medical treatment referrals.
16. Assist with maintaining Toiyabe database of patients/providers.
17. Demonstrate ability to convey complex information in an easy and courteous manner; demonstrate courtesy with co-workers, patients, vendors, and service providers.
18. Performs other job related duties as assigned.

Description reviewed: Employee \_\_\_\_\_ Date \_\_\_\_\_

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

TIHP – position description

*Purchased/Referred Care Specialist I / II - Fiscal*  
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