



KODIAK AREA NATIVE ASSOCIATION

Patient Access Manager

Full Time/Eligible for Full Benefits Package

Salary/Exempt

Reports To: Revenue Cycle Director

Summary: Responsible for direct oversight of the scheduling/registration team's day to day operations as well as the HIM staff for the KANA clinics. Ensures the accuracy and timeliness of scheduling and registration activities through continual report monitoring. Ensures the team continually maintains the highest level of customer service interactions by direct observation; monitors, measures and reports the quality and quantity of work of the scheduling/registration team to senior leadership when requested. Accountable for the proper handling, storage, maintenance and release of protected health information when requests come in for the release of records. Is also responsible for the supervision of the van driver as well as dispatching vans in conjunction with schedule indicators.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Demonstrates effective interpersonal skills and develops strong working relationships with staff, management, customers, and visitors; promotes an atmosphere that encourages enthusiasm and staff participation in team-based care, customer service as well as patient facing quality improvement activities.

Ensure systems and processes are in place for exceptional customer service with effective communication to all patients as it relates to scheduling, registration and health information services. Facilitate customer satisfaction training as needed.

Demonstrates the ability to recognize when the team is overwhelmed by phone calls or incoming patients and steps in to help out or finds additional coverage until work flows return to normal.

Supervises all patient facing operations to ensure patients are appropriately screened, scheduled then registered in accordance with policies that have been set forth for these processes, ensures that all information is gathered, entered, and updated in a timely and accurate manner.

Prepare, revise and maintain policies and procedures for patient facing/patient access processes as well as providing ongoing training to staff ensuring a clear understanding of performance expectations.

Works in conjunction Revenue Cycle Manager to ensure registration, insurance and other health information needed for billing and coding is being entered accurately into the EHR.

Generates and monitors reports in order to track and trend data related to scheduling, registration, cash collections and call quality and duration are within the QA parameters.

Creates and posts team schedules at least 6 weeks in advance of scheduled work days to ensure department is adequately staffed and team has sufficient time to make plans. Is also responsible for adjusting staffing to accommodate high and low volume patient days as well as requested and unplanned PTO.

Interacts with patients to answer questions or address customer service issues, providing assistance to its logical conclusion. Seek out the answers to problems by making the calls necessary to resolve issue. Facilitate resolution of complaints for patients and visitors related to front office operations. Identify system related problems directly impacting the scheduling /registration modules of the system and proposing solutions.

Manage the maintenance, storage, and release of health records for all KANA patient protected health information.

Verify release of information (ROI) paperwork is completed properly and that only items specifically authorized will be released. Assure the individual authorizing the release of records or requesting records, if other than the patient, has the legal authorization to do so. Strictly adhere to the provisions of the Privacy Act, HIPAA and KANA policies

Demonstrate effective communication and interpersonal skills in daily interactions with team and other department personnel.

Maintain a comprehensive knowledge of KANA's Scheduling/Registration packages of EHR and works with various departments and staff to ensure necessary processes are in place, timely troubleshooting of problems occurs, and appropriate training is available.

Supervisory Responsibilities: Directly supervises Patient Access, Health Information/Medical Records, Patient travel, and Van Drivers.

Education, Certificates, Licenses, Registrations:

High school graduate or equivalent required. Associates or Bachelor's degree in related field highly preferred. May substitute preferred educational requirement with minimum of three years' leadership experience in a medical office or hospital environment preferably in the Patient Access arena. Demonstrated proficiency working in a rapidly changing environment. Knowledge and compliance with all applicable laws, policies, procedures, bylaws, regulatory requirements, and best practice guidelines regarding Privacy of Healthcare Information, Corporate and Healthcare Compliance and CMS regulations.

Demonstrated proficiency analyzing situations, developing, and implementing appropriate solutions; and effectively and efficiently making decisions independently.

Strong interpersonal and effective public relations skills are required as well as effective writing, speaking and reading comprehensive skills.

Ability to supervise others, work independently without close supervision, coordinate and effectively lead meetings with groups both internal and external to the organization.

KANA is an Equal Opportunity Employment (EOE) employer exercising Native preference in accordance with P.L. 93.638

To learn more or to submit an application, visit <http://kodiakhealthcare.org/>.

Please contact the KANA Human Resources office at careers@kodiakhealthcare.org with any questions.