



NVIH POSITION DESCRIPTION

PRC Representative – WOODLAND, CHICO, OR WILLOWS

REPORTS TO: Lead PRC Representative

SUPERVISES: None

POSITION SUMMARY: In coordination with all NVIH departments, the PRC Worker/Patient Benefits Advocate assists patients in obtaining needed services and payment sources that are appropriate, accessible and acceptable to the patient. This position also maintains the PRC process; and coordinates the on site EHR systems of data input and reports.

ESSENTIAL RESPONSIBILITIES:

1. Perform initial outreach activities, conduct interviews with patients to determine potential eligibility for any alternate resources. Inform and educate patients of potential alternate resources.
2. Maintain familiarity with local resources and how to apply for them.
3. Assist patients with the completion of applications for alternate resources.
4. Arrange for transportation services if needed.
5. Arrange for translation services if needed.
6. Obtain written permission from patients if necessary to speak to agencies on the patients' behalf; representing them and advocating for their needs.
7. Follow up with patients on any documentation needed for incomplete applications.
8. Follow up with the agencies on the application status.
9. Keep the patient apprised of eligibility findings.
10. Enter all referrals, PRC denials, deferrals and appeals into the appropriate EHR package.
11. Ensure confidentiality, security, accuracy and completeness of all related patient data.
12. Submit all required PRC reports to proper level of management on a timely basis.
13. Maintains accurate pharmacy log, verifying eligibility on individual basis.
14. Process Medi-Cal Treatment Authorization Requests (TAR's)
15. Maintain excellent customer service with patients, outside agencies, and other staff members.
16. Maintain excellent dependability. Ensure PRC site coverage at all times. Arrange for coverage while out of the office.
17. Seek guidance and direction from Lead PRC Representative as necessary for the completion of duties and in situations that exceed abilities.
18. Attend all meetings, training and conferences, as required.
19. Coordinate payment discount programs (HealthSmart, NWPS, 340B, etc.) for PRC patients.
20. Collect and report data as necessary and required by related agencies.
21. Coordinate with other key personnel in facilitating the application process and in obtaining the necessary documentation for the applications and related programs.
22. May be required to travel within the local communities and to various IHS PRC training events. Keep up-to-date on the changing rules and regulations related thereto.
23. Verify all new Native American patients for registration. Maintain the EHR Registration database regarding patient eligibility.
24. Review all incoming claims for assigned clinic site from outside vendors for accuracy and prompt payment or denial of requested services. Review all PRC purchase orders from assigned clinic site to verify all necessary requirements have been met.
25. Perform other duties as assigned.

All who work for NVIH are expected to:

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the NVIH's policies and procedures as they may from time to time be updated.

QUALIFICATIONS:

1. High school graduate, GED, with three (3) years of Health Records experience
2. Current CPR certification.
3. Valid California driver's license and proof of personal liability automobile insurance as required by California state law.
4. Computer skills essential.
5. Experience with the electronic health records helpful.
6. Effective written and verbal communication skills.
7. Able to organize, adapt and prioritize daily tasks independently.
8. Effective interpersonal skills in maintaining work relationships and in guiding co-workers.
9. Commitment to maintain confidentiality as it relates to patients and co-workers.
10. Sensitivity to those with different life styles and to the Native American culture.
11. Willing to continue to learn and to attend trainings as needed.
12. Indian preference. Preference in filling vacancies will be given to qualified Indian applicants in accordance with Indian Preference Act (Title 25, U.S. Code Section 472 & 473). In other than the above, Northern Valley Indian Health, Inc., is an Equal Opportunity and At Will Employer.

LANGUAGE SKILLS: Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate and listen. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee occasionally must lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Employment with Northern Valley Indian Health is voluntarily entered into. All NVIH personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at anytime by the employee or by NVIH. 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.

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.

FLSA STATUS: Non-exempt

DATE OF LAST REVIEW / REVISION: 5/2018

ASSIGNED SITE: Chico / Willows / Woodland

Signature

Date