



Job Title: Patient Resource Specialist

FLSA Classification: Nonexempt

Salary Grade: Grade 102

Reports to: Revenue Cycle Director

Date: 05/2023

JOB DESCRIPTION

Summary/objective

The Patient Resource Specialist (PRS) aids all Packard Health patients, especially the underserved and vulnerable patients who are at greater risk for health disparities. They assist patients with understanding their financial responsibilities for medical care and basic needs. They encourage and provide the patient with access to social, financial, and other necessary supportive services to coordinate the patient's care with other professionals and improve the patient's healthcare outcomes.

Essential functions

- Verifying eligibility of uninsured patients and helping them to navigate the process of accessing health coverage.
 - a. Completing on-line insurance enrollment applications for the Washtenaw Health Plan and other coverage plans that require face-to-face enrollment. The PPR will be trained through a curriculum approved by the Michigan Department of Health and Human Services (DHHS) to enroll patients in various DHHS programs, using online and paper-based enrollment tools and systems.
 - b. Referral assistance *Medicare enrollment
 - c. Marketplace enrollment certification to assist patients with enrolling in Marketplace insurance plans.
- Billing
 - a. Review Packard Bill with patient and perform assigned billing tasks.
 - b. Determine eligibility and approve application for Sliding Fee Scale Program for Packard Health bill.
 - c. Perform quarterly audits for SFS and cash discounts.
 - d. Discuss cash discount and payment plan options for their Packard Health bill.
 - e. Review bills received from other healthcare providers for services ordered by Packard Health.
 - f. Assist callers with billing questions that call the billing group.
 - g. Provide accelerated staff support outlined in the billing department communication guidelines.
- Direct knowledge of the local community to serve as a "guide" who can help patients with accessing the health care system related social and financial services.
 - a. Attend monthly meetings of local organizations.
 - b. Create and maintain partnerships with local organizations.

- c. Provide the Development department with information regarding community support to post on websites or distribute to patients and staff.
- Facilitating access to available financial support and assisting with related paperwork.
 - a. Assist patients in accessing the UMHS Financial Counseling and MSupport Program's financial assistance plan. Assist patients in accessing McAuley Support through St. Joe's.
- Assisting patients who move their care from other providers to Packard Health with a smooth transition of their care.
- Maintaining accurate, organized, and confidential patient records.
- Participating in Packard Health outreach activities in the community.

Competencies

- Technology Skills: Must have a high level of proficiency using a computer system, including the ability to efficiently utilize an EMR, Microsoft Office applications, and quickly learn other required software applications.
- Knowledge of patient care procedures and organizational policies related to position responsibilities.
- Ability to use windows-based computing systems and established online and paper-based systems to enroll patients in needed services and maintain patient records.
- Demonstrated ability to build effective partnerships with organizations, and to develop courteous, reliable, and trusting relationships with patients and members of the community.
- A commitment to the mission of Packard Health.
- Excellent listening, verbal, and written communication skills.
- Knowledge of insurance and billing.
- Compassionate, patient, friendly, and culturally competent.
- Ability to identify and use resources; pro-active; self-motivated; independent.
- Attention to detail; Strong organizational abilities to maintain program records.
- Ability to communicate effectively both orally and in writing.

Supervisory responsibilities

No direct reports but will be required to oversee the work product of others.

Work environment

Onsite at FQHC with occasional pre-planned community outreach programs.

Physical demands

- Must be able to use keyboard for long periods of time.
- Must be able to read small print and computer monitor for long periods of time.
- Requires sitting for long periods of time.
- Must be able to work in a stressful environment which involves interruptions and interaction with people.

Travel required

Must be able to travel between Packard Health locations.

This job description is a general description of job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of Packard Health are expected to perform tasks as assigned by PH supervisory/management personnel, regardless of job title or routine job duties. In accordance with the Americans with Disabilities Act, PH will provide reasonable accommodations for individuals who can perform the essential functions of this job.

Required education and experience

- Spanish Speaking (fluent with reading and writing)
- High school degree or GED
- Minimum one year experience working in a busy medical office environment

Preferred education and experience

- Bachelors or Associate college degree in health care administration or related field
- Certification for Marketplace enrollment.
- Experience working with medically underserved populations.
- Experience as a Navigator or Patient Advocate

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

This job description has been approved by:

Manager _____ Date _____

HR _____ Date _____

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____

This job description is a general description of job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of Packard Health are expected to perform tasks as assigned by PH supervisory/management personnel, regardless of job title or routine job duties. In accordance with the Americans with Disabilities Act, PH will provide reasonable accommodations for individuals who can perform the essential functions of this job.