COMMUNITY HOSPITAL
FINANCIAL COUNSELOR

EMPLOYEE: _______________________________ Date: __________________

PRINTED NAME: ____________________________________________

REPORTS TO: Director

DEPARTMENT: Revenue Cycle

FLSA STATUS: Non-Exempt

PURPOSE:
Responsible for providing financial assistance to patients.

SUMMARY
Responsible for working with patients to insure the hospital receives maximum payment for all services rendered, while assisting the patient with any and all avenues of financial assistance available to them.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following.

1. Conducts patient financial interviews to assist with the resolution of the patient’s account, and to ensure compliance with hospital financial resolution policies.
   a. Advises and counsels patients and guarantors as to rights, responsibilities and procedures with regards to payment for care.
   b. Works with patients to identify the most appropriate account resolution.
   c. Assists patients with financial assistance applications as needed and completes charity processing for assigned patients, as appropriate.
   d. Assists patients with CICP paperwork and determination.

2. Acts as a liaison with other departments of the hospital and physician offices.
   Acts as a liaison for patients and the billing department.

3. Assists patients with financial needs.
   a. Assists patients with Medicaid eligibility referrals in a timely and complete manner.
   b. Recognizes patients in need of financial assistance and provides charity applications or referrals to the Department of Human Services.
   c. Processes charity applications in a timely and complete manner.
   d. Verify patient insurance coverage at time of ER visit and collect copay, deductible or deposit on all patients at time of discharge. Verify demographic information.
   e. Arrange payment plans according to hospital policy.
   f. Visit all inpatients to explain billing process. Verify demographic and insurance information. Offer assistance, if needed.

4. Any other duties as assigned.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge,
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skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE
High school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience. Excellent computer skills, 10 key by touch, filing and typing proficiency. Familiarity with CPT-4 and ICD-9 coding.

LANGUAGE SKILLS
Must be able to read and write English. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS
To perform this job successfully, an individual should have general computer literacy skills and knowledge of Microsoft Office applications.

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 sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

**HIPPA**
Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices. Has knowledge of and adheres to all compliance regulations, policies and procedures.

**Final Section** I understand that my employment is for an indefinite period of time and that this facility can change wages, benefits, and conditions of employment at any time.

__________________________  ________________
Employee Signature        Date

__________________________  ________________
Department Head Signature  Date
COMPETENCIES
To perform the job successfully, an individual should demonstrate the following competencies:

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focusses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; remains open to others’ ideas and tries new things.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.