



Job Documentation	
JOB TITLE: Healthcare Financial Coordinator	JOB CODE: S870
DEPARTMENT: Fiscal Services	STATUS: Non-Exempt
SUPERVISES: N/A	ADDENDUMS: NA
REPORTS TO: Business Office Manager	EFFECTIVE DATE: February 2023
	REVISED ON: TBD

PRIMARY FUNCTIONS

The Healthcare Financial Coordinator is responsible for providing cost estimates to patients and families and serves as a subject matter expert for co-workers and staff. This person researches and resolves cost estimate complaints and discrepancies and works cross-departmentally with billing and coding departments. This person is required to follow cost estimate regulations and guidelines for our self-pay, non-contracted insurance and/or non-covered patients. The Healthcare Financial Coordinator mentors and coaches co-workers/departments and collaborates with management in order to reach goals and business outcomes. They will assist in obtaining prior authorization/precertification requests from insurance companies as needed. They will complete and obtain insurance information and referrals, verify policy information and obtain detailed benefit information. The Healthcare Financial Coordinator will provide customer service in person by phone or email. They will assist patients, families, providers and staff with complex or escalated patient estimate questions. They will assist on special projects as assigned by the Department Manager.

Complies with department and organization-wide policies, Critical Access Hospital requirements, Safety and Infection Control, all and Federal and State of Nebraska regulations related to the performance of CCCH operations and conditions of the Compliance Program. Participates in professional growth and development.

QUALIFICATIONS

Education and Experience

- High school diploma or general education degree (GED) required
- Basic computer skills are required
- Knowledge of medical terminology preferred
- 6-12 months related experience and training preferred

Certificates, Licensure, Registrations

- First Aid/CPR preferred

GENERAL REQUIREMENTS

- Demonstrates commitment to the organizational mission, vision, and core values



- Maintains patient confidentiality at all times
- Evidence of good grooming, professional manner, and conduct
- Ability to exercise professional judgment, courtesy, and professionalism in daily interactions with others
- Communicates effectively both orally and written to all disciplines
- Exhibits excellent telephone and computer skills/knowledge
- Proper use of the EMR
- Serve as a role model to colleagues, students, and other care providers
- Actively participate in continued learning opportunities and continued self-development pertinent to the duties of the job
- Able to operate all equipment correctly and safely
- Participate in QA programs, as needed
- Practices Standard Precautions
- Ability to sit, stand, bends, and lift as the job requires with the possibility of prolonged standing
- Able to adjust to frequent interruptions
- Risk of exposure to infectious waste and diseases
- Attends and participates in department designated meetings
- Able to perform other related duties as assigned

SIGNIFICANT DUTIES

- Responsible for creating and providing cost estimates to patients and families
- Discuss insurance and prior authorization documents with patients
- Obtain prior authorization approval from insurance companies
- Appeal insurance companies after prior authorization refusals as necessary
- Works in conjunction with Admission/Registration personnel in verifying patient's insurance eligibility
- Coordinate communication between patients, family members, medical staff, and administrative staff
- Refer patients to appropriate health care services or resources
- Welcomes patients by greeting them with enthusiasm, in person or on the telephone
- Maintains safe and clean reception to comply with procedures, rules, and regulations
- Answers, screens, and forwards incoming calls
- Ensures consistency is being conveyed by documenting and communicating actions and continuing needs
- Completes other clerical receptionist duties such as filing, photocopying and faxing
- Directs patient complaints to appropriate personnel and guides every situation with care



Physical Demands Checklist

PHYSICAL DEMAND REQUIREMENTS						
PHYSICAL ACTIVITY	FREQUENCY					ADDITIONAL INFORMATION
	Never	Rarely <i>(0-25% of day)</i>	Occasionally <i>(26-50% of day)</i>	Frequently <i>(51-75% of day)</i>	Continuously <i>(76-100% of day)</i>	
Lift: lightweight (0-20 lbs.)					X	
Lift: moderate weight (20-35 lbs.)		X				
Lift: heavyweight (35-50 lbs.)		X				
Walk				X		
Bend				X		
Stand				X		
Sit				X		
Drive		X				
Climb		X				
Squat/crouch				X		
Kneel		X				
Push				X		
Pull				X		
Write					X	
Reach					X	
Grip					X	
Crawl		X				
Vision/read						X
Talk/verbal skills						X
Hear						X
Feel/tactile					X	
Concentrate in a distracting environment					X	



SIGNATURES

All levels have approved this job description of management.

Manager

Date

HR

Date

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

Employee

Date