

## POSITION DESCRIPTION

**TITLE:** General Clerical Assistant

**STATUS:** Regular, Full-Time

**POSITION IN THE ORGANIZATION:** The General Clerical Assistant is under the direct supervision of the Assistant Health Director. He/she works cooperatively in an interdisciplinary team effort with the business office, pharmacy, medical, behavioral health and dental departments. He/she is hired by the Personnel Selection Committee and employed by the Tribe through a contract with Indian Health Services.

**ROLE:** The General Clerical Assistant manages rejected pharmacy, medical, behavioral health and dental claims. He/she is the business office posting clerk office and maintains accounts receivables and supports business office operations as needed.

### **DUTIES:**

1. Assists with online direct data entry for Medicare and Medicaid claims.
2. Monitors rejected Medicare & Medicaid claims online and resubmits claims when applicable.
3. Monitors rejected pharmacy claims, resubmits claims when applicable and informs pharmacy and medical staff when insurance companies prefer another product.
4. Posts payments and adjustments for pharmacy, medical, dental, behavioral health and CHS claims.
5. Runs daily, weekly and monthly reports to optimize the pharmacy point-of-sale (POS) system and collections.
6. Communicates with business office staff regarding changes in insurance policies or effective dates and back-bills pharmacy claims when applicable.
7. Maintains insurer files in RPMS that relate to pharmacy benefits, ensures that POS is configured properly to bill the respective pharmacy benefit administrators.
8. Maintains accounts receivables by running daily, weekly & monthly reports to ensure it is up to date and accurate and post adjustments as needed.
9. Works with pharmacy and medical providers to ensure payment for claims that require a prior authorization from insurance companies.
10. Monitors insurance companies' formularies and makes recommendations for the clinic's own pharmacy formulary.
11. Ensures that pharmacy is participating in all respective provider networks and informs administration when contracts are needed.
12. All other duties as assigned by supervisor.

## **POSITION DESCRIPTION**

**TITLE:** General Clerical Assistant

**STATUS:** Regular, Full-Time

**QUALIFICATIONS:**

1. Minimally a high school diploma, with college experience preferred.
2. Working knowledge of computers, databases, spreadsheets
3. Working knowledge of accounting principles.
4. Previous experience with medical billing preferred.
5. Working knowledge of medical/pharmaceutical terminology is preferred.
6. Highly motivated both personally and professionally.
7. Must be able to work well independently.
8. Willing to learn new tasks quickly.
9. No prior convictions for any drug related offense.
10. Qualified Native Americans will be given first preference.