



Data Entry Clerk
Position Description

Department:	Business Office
Job Code:	
Pay Range:	DOQ
Hours/week:	40
Position Type:	Full-Time

Reports to:	Revenue Cycle Manager
Classification:	Non-Exempt
Effective Date:	August 24, 2023
Revised Date:	

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of Canoncito Band of Navajos Health Center, Inc. ("CBNHC") are expected to conform to the following:

- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and respectful manner with patients, employees, visitors and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Possess cultural awareness and sensitivity.
- Maintain a current insurable driver's license.
- Comply with all CBNHC policies and procedures, as well as all applicable laws.

POSITION PURPOSE

The Data Entry Clerk performs data entry, verified payer information and patient demographics, identifies documentation errors and coordinates corrections to ensure timely and accurate distribution of claims. They will assist the Billing and Accounts Receivable Technicians by managing customer payments and accounts; ensuring the accuracy of reports and data, efficiency of operations, monitoring and processing incoming payments, and securing revenue by verifying and posting receipts. This position reports directly to the Revenue Cycle Manager.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Enters patient information into the billing system in a timely and accurate manner.
- Prepares and submits client billing electronically, maintaining productivity and quality in entering patient demographics, ICD-10 diagnosis code(s), and all other information required for the submission of clean claims.
- Performs data entry, verifies payer information and patient demographics, identifies errors and coordinates correction.
- Verifies eligibility with insurance carriers, uses established protocols to contact providers to ensure accurate and timely filing.
- Responsible for generating third-party billing forms for submission to carriers.
- Administers various data entry assignments required for State reporting and billing processing.
- Works missing billing report as assigned, including calls to clients to obtain accurate information.
- Acts to resolve funding/payment disputes and discrepancies with Medicaid, private insurance, managed care entities, etc. as necessary.
- Responsible for the Q&A process of unbilled claims and error correction as needed.
- Works Aging on all open accounts and claims.
- Researches denials, processes and documents all adjustments and/or refunds.
- Performs other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

- Experience:
- One (1) year accounts receivable or similar financial experience.



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- Education:
- High School diploma or equivalent GED.
- Mandatory Knowledge, Skills, Abilities, and Other Qualifications:
- Understanding and adherence to HIPAA, PHI, and patient privacy regulations.
 - Proficiency in data entry and math, with a strong numerical aptitude.
 - Team player with ability to carry out written and verbal instructions, and establish and maintain highly effective working relationships.
 - Comprehension of medical terminology and coding, CPT/HCPCS and ICD coding systems, and healthcare fee schedules.
 - Knowledge of insurance eligibility for Medicaid, Medicare, and Private insurance and related billing forms such as ADA, CMS-1500 and UB-04.
 - Exceptional attention to detail, critical thinking, analytical and problem-solving skills.
 - Skilled in phone etiquette and computer use to include Microsoft Office and other computer software applications, and other standard office equipment.
 - Excellent organizational and time management skills, with the ability to work independently, manage competing priorities, exercise sound judgment, and meet strict deadlines.
 - Effective written and verbal communication with customer service and payer relations.
 - Must possess a high degree of integrity and trust.
 - Comfortable operating in a dynamic, constantly changing environment.
 - Expertise in engaging with diverse social and cultural groups (internally and externally) via various communication channels.
 - Must be able to carry out the essential duties, functions, and responsibilities as detailed above.

PREFERRED QUALIFICATIONS

- Bilingual skills in English and the Diné language.
- Knowledge of traditional Navajo customs and traditions.
- Prior experience working with Indian Health Services (IHS), a Tribe, or a Tribal healthcare organization.
- Two (2) to three (3) years accounts receivable or similar financial experience.

WORK ENVIRONMENT

- Work environment: *The work environment characteristics described here are representative to those an employee encounters while performing the primary functions of this job.* Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. This position may be exposed to certain health risks that are inherent when working within a health center facility, such as potential exposure to hazardous chemicals, sharps and infectious body fluids. Work is performed in a variety of settings including large meeting rooms, auditoriums, classrooms, outdoors or in an office environment with moderate noise level.
- Physical demands: *The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job.* While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with patients, vendors and staff.
- Mental demands: There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.



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OTHER

- All employees must uphold all principles of confidentiality, HIPAA and patients care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.
- Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to this position. Employees will be asked to perform other duties as needed.

APPLICATION INSTRUCTIONS

- Read instructions prior to completing application form; incomplete applications will not be considered.
- Submit an application, resume and letter of interest to one of the following methods:
 1. E-mail to Humanresources@cbnhc.org
 2. Mail to Canoncito Band of Navajos Health Center Inc., ATTN: Human Resources, P.O. Box 3338, To'Hajiilee, NM 87026
 3. Deliver to the CBNHC Human Resources Office, 129 Medicine Horse Dr., To'Hajiilee, NM 87026
- For more information, contact Human Resources at (505) 908-2307 ext.119

Canoncito Band of Navajos Health Center Inc. is a Navajo Preference Employer. As required by the Navajo Preference in Employment Act, preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants consistent with the Indian Self-Determination Act Indian preference provision.