



Patient Services Manager
Position Description

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

Reports to:	Chief Operations Officer
Classification:	Exempt
Effective Date:	October 25, 2023
Revised Date:	

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of Cañoncito 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 Patient Services Manager uses a high level of skill in developing, overseeing, and coordinating the Patient Services department of the health center. This position is under the direct supervision of the Chief Operations Officer (COO) and will manage and assist the Receptionist/Greeter, Patient Registration Clerks, Medical Records Technician, Medical Coders, Patient Benefits Advocate, and Purchased/Referred Care (PRC) staff to facilitate best-in-class patient experience, and operational efficiency and effectiveness. This position works closely with clinical and non-clinical staff to contribute to the Canoncito Band of Navajos Health Center, Inc.'s goal of becoming the provider of choice; providing holistic, end-to-end care for To'Hajiilee and surrounding communities.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

Duties/Responsibilities

- Establishes and guides the achievement of goals, objectives, and work standards for the department that are consistent with the health center mission, vision, goals and strategic plan, AAAHC, OSHA, and HIPAA regulations.
- Assists with budget preparation for Patient Services, manages staff and department activities within approved budgetary goals.
- Collects data to analyze and monitor performance of supervised programs to maximize effectiveness, efficiency, and patient satisfaction.
- Administers the patient registration, benefits advocacy, medical records, medical coding, and PRC functions of CBNHC Inc., ensuring that all functions maintain compliance with regulations, policies, and procedures within established quality and quantity standards.
- Provides documentation and implementation of operating procedures to ensure all patient information and encounters are accurately captured to support the timely submission and processing of benefits applications, PRC referrals, records requests, and claims.
- Works with Revenue Cycle staff to maximize third party collections through the Patient Services processes and procedures.



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- Identifies opportunities to update or improve Patient Services procedures and makes recommendations to the COO or other appropriate staff.
- Monitors or reviews interactions or other correspondence between staff and patients.
- Prepares and presents monthly reports summarizing Patient Services performance to CBNHC leadership team and Board of Directors.
- Other duties as assigned.

Supervisory Responsibilities

- Partners with HR to recruit, interview, hire, and train new supervised employees.
- Ensures staff are trained and are compliant policies and procedures of CBNHC, regulatory agencies, and healthcare accreditation requirements.
- Oversees daily workflow of assigned programs; trains and provides for staff professional development, monitors individual performance/productivity, provides feedback, coaching and timely performance evaluations, administers discipline as required.
- Motivates team and fosters a positive and productive culture through strong relationships, effective communication, empowerment, and engagement.
- Establishes work priorities, schedules and project plans; tracks status and reviews work in progress; gives periodic updates to internal staff and department staff.
- Manages leave requests, reviews and approves bi-weekly timesheets for assigned staff.
- Hosts regular staff meetings to ensure staff remains current on trends, changes, and events within the organization or community.
- Contributes to the overall health of the To'Hajiilee community through the quality of the department's services by developing the team and reviewing, recommending, and implementing improved policies and procedures.
- Provides professional advice and assistance to staff; investigates complaints and resolves problems regarding service delivery.

MINIMUM MANDATORY QUALIFICATIONS

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| Experience: | <ul style="list-style-type: none">• At least two (2) years of healthcare experience and one (1) year of supervisory experience. |
| Education: | <ul style="list-style-type: none">• Associate's Degree in Healthcare Administration, Business, or related field OR equivalent work experience. |
| Mandatory Knowledge, Skills, Abilities, and Other Qualifications: | <ul style="list-style-type: none">• Understanding and knowledge of HIPAA, PHI, and patient privacy regulations.• Understanding of programmatic organizations delivering services to American Indian populations in a reservation setting.• Knowledge of Electronic Health Records, preferably RPMS.• Proficient in Microsoft Office software and computer use.• Excellent management, leadership, and coaching skills.• Extensive knowledge of ambulatory healthcare procedures and principles.• Strong analytical skills with ability to address complex issues and make decisions exercising independent judgment.• Knowledge of Federal, State, and Navajo Nation Laws and regulations as they apply to the ambulatory clinics. Knowledge of OSHA standards, and the New Mexico and Navajo Nation Department of Health reporting requirements for diseases.• Effective written and verbal communication with ability to present to various audiences in a clear and concise manner and to be persuasive and tactful in controversial situations. |



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- Expertise in creating and maintaining positive relationships with diverse social and cultural groups (internally and externally).
- Excellent organizational and time management skills, with the ability to work independently, manage competing priorities, and meet strict deadlines.
- 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.
- Two (2) or more years' supervisory experience.
- Prior experience working with Indian Health Services (IHS), a Tribe, or a Tribal healthcare organization.
- Prior experience working with Purchased/Referred Care (PRC) programs.

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.

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

PO Box 3338/129 Medicine Horse Drive – To'Hajilee, New Mexico 87026
Phone (505) 908-2307 / Fax (505) 908-2010

INC.

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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.