



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 25-064

POSITION:	Patient Access Specialist I	OPENING DATE:	<u>05/07/2025</u>
NO. OF VACANCIES:	2	CLOSING DATE:	<u>05/20/2025</u>
SALARY:	\$22,998.56		
PAY LEVEL:	03/01		
LOCATION:	<i>The salary given will be determined by the qualifications of the appointee.</i> Hemodialysis Unit, Revenue Cycle Management, Commonwealth Healthcare Corporation, Saipan		

NATURE OF WORK

Responsible for providing assistance to patients seeking services at the Hemodialysis Unit/Commonwealth Healthcare Corporation. The incumbent who is assigned within this class is responsible for providing pre-treatment care such as greeting patients, gathering/updating patient demographic, financial information, insurance pre-authorizations, obtaining required signatures, making announcements and giving reassurances about any adverse occurrences in the hemodialysis unit, directing and assisting patients as needed, and providing an on-going public relation program for patients waiting to be seen. The incumbent is also responsible for answering the telephone and directing it to the intended personnel within the Hemodialysis unit.

DUTIES:

- Greets all established and new patients including their relatives in a courteous and prompt manner.
- Checks in and checks out patients from the hemodialysis unit.
- Assists patient in preparation of required encounter and other forms relating to health insurance and/or copies of health insurance cards.
- Assists patient in filling and preparing forms for transportation assistance such as Priority Care, Commonwealth Office Transit Authority (COTA), and/or other available programs available to assist patients for their transportation.
- Performs clerical work such as faxing, photocopying, filing, etc. Answers and directs telephone calls to the intended personnel of the unit.
- Obtains patient demographic and financial data during registration and update changes in the patient registration system.
- Obtains and manages patient insurance prior authorizations as needed.
- Assist the Social Workers in completing all required documents such as registration forms, health insurance information, medication orders and all other forms in order to complete the requirements for visiting transient patients.
- Makes announcements and give reassurances about any adverse occurrences in the hemodialysis unit.
- Direct patients to their assigned chairs and assist them as needed.
- Assists patient by connecting them with the dialysis biller for any billing inquiries and directing to them the Collections office for payment.
- Provides patients and family members with information on hospital policy regarding visiting hours, food, smoking, etc.
- Provides and submits monthly Census reports for Inpatient and Outpatient to Revenue Cycle Management (RCM), Manager.
- Manage and complete Supplies Usage reports and Daily Statistic Treatment report
- Manages hemodialysis daily appointment schedule through the hospital system.
- Manages and files dialysis medical record charts daily.
- Transcribes meeting minutes to ensure accomplishments are documented.

CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job-related medical condition or disability, or any legal protected status.

- Prepares purchase requests through the MUNIS system and ensures adequate supplies are processed.
- Assist in other data related needs.
- Maintains strict confidentiality and ensures Health Insurance Portability and Accountability Act (HIPPA) compliance at all times.
- Performs other related duties as assigned.

QUALIFICATION REQUIREMENTS:

Education: Any combination equivalent to graduation from an accredited college with a Associate's degree in any healthcare field or related field.

Experience: Plus, one (1) year work related experience in administrative work preferably in a healthcare setting.

Other: Basic knowledge on computers and use of applications such as Microsoft Word, Excel, and PowerPoint.

KNOWLEDGE/SKILL/ABILITIES:

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Intermediate computer software experience, including Microsoft Word, Excel, and PowerPoint. Typing Speed at least 40 wpm.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Must have strong verbal and written communication skills, including active listening, emotional intelligence.
- Excellent attention to detail.
- Strong time management skills (organization, prioritization, multitasking).
- Ability to interact in an empathetic and non-judgmental manner with culturally diverse populations and persons experiencing a wide range of social conditions.
- Critical thinking and problem-solving skills, and the ability to use sound judgment in responding to client issues and social concerns.
- Ability to read and write in English.
- Ability to adapt to changing environments and receive constructive feedback.
- Ability to use discretion, maintain confidentiality and ethical conduct.
- Ability to work effectively with all levels of staff, establishing and maintaining collaborative professional relationships.
- Ability to work independently and as part of a multidisciplinary team.

CONDITIONAL REQUIREMENTS:

Employment is contingent upon successful clearing of pre-employment health screening and drug screening in accordance with CHCC policy.

OTHERS:

This position is a Full-Time employment status and requires at least 40 hours per week. This position is “**Non-Exempt**” or is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm. This work schedule however is subject to change with or without notice based on the Employer's business requirement and/or by the demands of the employee's job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security.

Note(s):

- *Three-fourths 20 CFR 655, Subpart E: “Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any.”*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

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INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources

Commonwealth Healthcare Corporation

1178 Hinemlu' St., Garapan, Saipan, MP, 96950

Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.

Employment Application Forms will be available 24/7 at the employer's hospital facility's Main Cashier Office (entrance/exit point for all)

E-mail: apply@chcc.health

Direct Line: (670) 234-8951 ext. 3444/3410/3427/3583/3584

Trunk Line: (670) 234-8950

Fax Line: (670) 233-8756

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***Note:** Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.*