Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands
1178 Hinemlu' St. Garapan, Saipan, MP 96950

HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 27-008

POSITION: **Patient Access Scheduler**
NO. OF VACANCIES: **1**

OPENING DATE: **10/16/2026**
CLOSING DATE: **10/29/2026**

SALARY: **$26,626.08**
PAY LEVEL: **04/01**
The salary given will be determined by the qualifications of the appointee.
LOCATION: Revenue Cycle Department, Business Office
Commonwealth Healthcare Corporation, Saipan

NATURE OF WORK:
Under the direct supervision of the Manager, the Patient Access Scheduler will work with clinics to develop and monitor provider templates and scheduling algorithms for all departments as well as provide best practice recommendation for departments not yet in the system, in accordance with industry and organizational best practices. This position will design and modify scheduling protocols entered into the system and create scheduling solutions for departments in alignment with organizational goals of standardization for ease of patient access. This position will build and monitor provider schedules to ensure the organization maximizes template efficiency, productivity, access opportunities and meets operational needs.

DUTIES AND RESPONSIBILITIES:

- Meets and greets clients and visitors in a courteous, pleasant, and approachable manner.
- Participates and assists in the coordination, data collection, and monitoring of all CHCC business office activities.
- Interviews patient, relatives, or their representatives to secure personal data, insurance coverage and financial responsibility.
- Ensures confidentiality, security, and safety of all records according to current CHCC policies and procedures and Health Insurance Portability and Accountability Act (HIPAA).
- Provide template and scheduling support services to clinical and non-clinical departments.
- Work towards the standardization and consolidation of template build and management while adhering to organizational goals, guidelines, and policies.
- Monitor provider templates and schedules to ensure adherence to organizational standards
- Provide feedback to management on means to achieve access goals and resolve patient service issues.
- Interview users at clinical, staff, and management levels regarding perceived needs and processes, then be able to translate those needs into recommendations and template build.
- Support managers, schedulers, clinic-based template builders, supervisors, and super users.
- Review and develop system documentation, operational guidelines, and/or policies and procedures related to projects. This requirement may include attendance at meetings with staff from organizational areas for which the Scheduling Analyst is a liaison.
- Build, maintain, and manage visit types, blocks, and ensure all patient facing aspects of those builds are consistent and correct.
- Explains to patients or representatives about their rights.
- Completes all management and patient care reports accurately and in a timely manner.
- Register patients for ambulatory or emergency care; interview patients to obtain necessary information for billing; perform financial screening of patients, and process documents to establish source of payment or to determine placement on sliding fee scale; prepare registration packets.
- Obtains patient referral and authorization number, if required by insurance for out of network or specialty services.

- Collects and documents insurance co-pays and deductibles at the time of check-in.
- Verifies and records patient demographics.
- Determines sliding fee discounts.
- Refers patient to billing, Care and Resource Assistant office, insurance enrollment, or other departments as necessary.
- Collaborates with medical staff to ensure smooth patient flow and provides needed documents for visit
- Ensures that the needs of patients in waiting area are met including prompt processing.
- Complete forms for hospital admission or pre-admit; review personal, financial and insurance details with patients; explain available coverage plans and calculate treatment costs under selected plan.
- Enter admitting, registration and billing information into a personal or on-line computer system, following specific guidelines and instructions; retrieve data and may prepare a variety of reports related to patient census and/or patient insurance and financial status.
- Maintain records of unit productivity, patient location, unit transfers, registration, admissions and discharges.
- Perform quality assurance (QA) on all accounts, maintain QA statistics (including patient wait times, etc.) and report results to management.
- Be accountable for the efficient coordination of unit activities, including scheduling, and coordination with other departments for patient care services and the effective dissemination and prioritization of information.
- Respond to patient inquiries in a professional manner regarding CHCC patient care services in person or by telephone; advise patients of services available, billing procedures, regulations and other related information.
- Provide backup for patient services support staff as assigned.
- Provide off hours support as required.
- Adhere to all professional and ethical behavior standards of the healthcare industry, interact in an honest, trustworthy, and dependable manner with patients, employees, and vendors; while acquiring cultural awareness and sensitivity to include compliance with all Commonwealth Healthcare Corporation (CHCC) policies and procedures, as well as applicable federal and CNMI laws related to hospital business office operation standard requirements.
- Performs other related duties as assigned.

QUALIFICATIONS:

Education: High School Diploma, General Education Development (GED), Advanced Development Institute (ADI), or Adult Basic Education (ABE).

Experience: At least two (2) years of clinic scheduling experience in a hospital or clinic preferred.

Other: Basic knowledge on computers and use of applications such as Microsoft Word, Excel, and PowerPoint. Ability to carry out business office duties, functions, and responsibilities, as listed above. Broad knowledge of administrative and technical functions or activities in hospital.

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.
- Communication — Communicates clearly and concisely, verbally and in writing.
- Policies and Procedures — Demonstrates knowledge and undertaking of organization policies, procedures and systems.
- 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.
- Interpersonal Skills — Able to work effectively with other employees, patients and external parties.
- Intermediate computer software experience, including Microsoft Word, Excel, and PowerPoint. Typing Speed at least 40 words per second (WPS).
- Skilled or layman's experience in operating and usage of a typewriter.
- Near Vision — The ability to see details at close range (within a few feet of the observer).

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.

- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences. See more occupation related to this ability.

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.*

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources
Commonwealth Healthcare Corporation
1178 Hinemlu' St. Garapan, Saipan, MP, 96950
Office Hours: Monday through Friday, 7:30am to 4:30pm; ***CLOSED*** on weekends and holidays.
Employment Application Forms are available at the hospital facility's Main Cashier Office or online at www.chcc.health.
E-mail: apply@chcc.health
Trunk Line: (670) 234-8951 ext. 3427/3444/3556
Fax Line: (670) 233-8756
Rev. 10/16/26 nka

***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.*

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