



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 23-169

POSITION: **Patient Access Registrar II** OPENING DATE: **11/16/2023**

NO. OF VACANCIES: **1** CLOSING DATE: **11/30/2023**

SALARY: **\$26,626.08 P/A**

PAY LEVEL: **04/01**

LOCATION: *The salary given will be determined by the qualifications of the appointee.*
Business Office, Revenue Cycle Management,
Tinian Health Center, Commonwealth Healthcare Corporation, Tinian

NATURE OF WORK:

Under the direct supervision of the manager, the employee in this position is responsible for collecting and analyzing patient demographics to ensure the necessary information is available to deliver appropriate patient care. The incumbent will be responsible for timely and accurate patient registration. Interview patients at workstation or at bedside to obtain all necessary account information.

DUTIES:

- Interview patients at workstation or at bedside to obtain all necessary account information.
- Verify all insurance and obtain pre-certification/authorization.
- Enter all information and authorization numbers into the registration system.
- Obtain copies of necessary identification and insurance cards and scan them into the system.
- Calculate patient liable amounts; Collect co-pays, deposits, and deductibles; and document collection status in the system.
- Recommends the Care and Resource Assistance (CARA) office to patient and other available alternatives for payment arrangement, including preparing payment agreement forms.
- Perform Check In/Check Out processes for patients and assist patients on future appointments for all clinics.
- Perform cashiering functions as needed.
- Prepares admission packet that will accompany patient to their room.
- Explains to the patient, in detail, the admission forms prior to obtaining patient signature; including patient rights.
- Answer any questions and explain hospital policies regarding services, admission, visiting hours, charges, insurance billing, and payment of account. Request full or partial payment for services rendered according to collection policies.
- Welcome patient and family members in a professional manner.
- Contact the nursing staff for emergency medical needs and answer patient and visitor questions.
- Interview incoming patients, his/her relatives, or other responsible individuals to obtain identifying and biographical information with insurance and financial information.
- Inquire with patients regarding primary vs. secondary insurance plans and assign them accurately into the system.
- Verify patient's demographics (Name, Date of Birth, Social Security Number) completely and contact the Medical Records department for a new medical code number, if needed.
- Notify Medical Records for any duplicate unit numbers.
- Obtain and secure all signatures necessary for treatments, release of medical information, assignment of insurance benefits, advanced directive, and payment of services from legally responsible parties and ensure they are scanned into the system.
- Inform former patients or their representatives of delinquent accounts and attempt to obtain payment.

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.

- Refer delinquent accounts to the Collections department.
- Receive and receipt payments from patient for services rendered.
- Prepare daily deposits and maintains the integrity of the cash drawer.
- Complete Accounts Receivable (A/R) batch reports and ensure closure at the end of each day.
- Balances his/her collections with the total payment recorded.
- Stamps and records all partial and full payment on the appropriate patient billing forms.
- Price, key, and detail patient charges.
- Ensure all receipts are entered with the appropriate business unit revenue accounts.
- Work with physicians and ancillary departments, providing information when necessary or forwarding relevant documents.
- Document complaints received from patients, the medical staff, and ancillary departments on an incident report form and refer to coordinator for follow-up action.
- Attends in-service presentations, and completes mandatory education, including but not limited to, infection control, patient safety, quality improvements, and Occupational Safety and Health Administration (OSHA) standards.
- Performs other related duties as assigned.

QUALIFICATION REQUIREMENTS:

Education: Graduation from High School, General Education Development (GED), Adult Basic Education (ABE) or Advanced Development Institute (ADI) or equivalent certification of basic adult education accomplishment. College degree preferred.

Experience: Two (2) years of general work experience; patient registration experience in a hospital or clinic setting preferred, but not required.

Other: Understanding of patient confidentiality to protect the patient and the corporation. Ability to collect, synthesize, and research complex or diverse information.

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.
- 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.
- Strong time management skills (organization, prioritization, multitasking).
- 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.*

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) 236-8205/8210/8729/8202

Trunk Line: (670) 234-8951 ext. 3583/3584/3443

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.*