



# Commonwealth Healthcare Corporation

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



## HUMAN RESOURCES

*\*Corporation Announcement\**

### EXAMINATION ANNOUNCEMENT NO 24-102

POSITION: **CARA Coordinator** OPENING DATE: **07/10/2024**

NO. OF VACANCIES: **1** CLOSING DATE: **07/16/2024**

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

*The salary given will be determined by the qualifications of the appointee.*

LOCATION: **Business Office, Revenue Cycle Management,  
Commonwealth Healthcare Corporation, Saipan**

#### NATURE OF WORK:

Under the direct supervision of the Patient Access Manager, the employee in this position will oversee the operation of the CHCC's Care and Resources Assistance Office (CARA), and make enhancements to the program as may be necessary. Ancillary to the sliding fee program, the employee will also be responsible for identifying other opportunities for non-CHCC financial assistance for patients, and make recommendations for patient care utilization modifications on a case-by-case basis.

#### DUTIES:

- Uphold CHCC's sliding fee program policy and procedures and other applicable state, local and federal regulations.
- Identify and implement improvements and efficiencies to the sliding fee program in line with the program's mission.
- Oversee patient application processing, enrollment procedures, and case management for local and national financial assistance programs for which a patient may be identified as eligible.
- When necessary, review applications for various aid programs and verify that any application forms have been filled out correctly and with accuracy.
- Regularly analyze data collected by the program to identify cost-saving and health improvement strategies for patients.
- Analyze service trends, client needs, and opportunities and ensure the improvement in service delivery and outcomes.
- Recommend evidence-based intervention which aim to improve enrollee health outcomes.
- Ensure compliance with National Health Service Corps sliding fee program requirements.
- Develop and maintain patient case management database in collaboration with CHCC IT staff. The database should track all aspect of client intervention including tracking/scheduling, retention efforts, services rendered, and referrals to other programs.
- Obtain patient information, prepare and monitor case plans, coordinates services with providers and nurses, prepares information and recommendation.
- Provides information regarding resources, assistance opportunities, and services available to applicant, and counsels or advocates for patients by advising them which air programs may benefit them, including Medicaid, and then help them to receive that benefit.
- Interview patients at workstation or at bedside to obtain all necessary account information.
- Recommends the CARA office to patient and other available alternatives for payment arrangement, including preparing payment agreement forms.

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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.

- Maintain client files for record keeping.
- Participate in monthly meetings with Medicaid Agency staff to stay abreast of program initiative, share and adopt best practices.
- Perform audits on charts to maintain quality control in compliance with state, local, and federal guidelines.
- Explore possibility of implementing “presumptive eligibility” for Medicaid at the CHCC.
- Refer clients to other programs/services that may be available such as WIC, Parent Classes, Medicaid, Mental Health Services, Domestic Violence, etc.
- Provide case briefings at team meetings as needed.
- Compile and prepare data reports on services provision.
- Develop and maintain relationships with health and other social services providers in community.
- Provide feedback and recommendation for program development and quality improvement.
- Document any successes, failures or concerns relative to Medicaid.
- Conduct review of program reporting, performance and policy goals.
- Writing analytic reports and proposals for new projects.
- Train and share data with program staff and stakeholders.
- Attend in-service presentations, and completes mandatory education, including but not limited to, infection control, patient safety, quality improvements, and OSHA standards.
- Performs other related duties as assigned.

### **QUALIFICATION REQUIREMENTS:**

**EDUCATION:** Any combination equivalent to graduation from a recognized college or university with an Associate’s degree in any of the following fields: Business Management, Marketing, Public Relations, Social Work, Sociology or Human Resources. Bachelor’s degree preferred.

**EXPERIENCE:** Two (2) years of related work experience in data entry/computerized record keeping and client case management.

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

### **KNOWLEDGE/SKILLS/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.
- Proficient in math calculations related to income verification, including rounding up and down conceptions, percentage calculations, etc.
- 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 application experience, including Employee Health Records (HER), Microsoft Office (Word, Excel, Outlook and PowerPoint), Adobe and other computer software programs. Typing Speed at least 40 words per second (WPS).
- Skilled or layman’s experience in operating and usage of a typewriter.
- Attention to Detail — Job requires being careful, detail and thorough in completing work tasks.
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- 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.

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### **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 “**Covered**”, 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, for a total of 40 hours per week. 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](mailto:apply@chcc.health)

Direct Line: (670) 236-8951 extensions 3427/3410/3583

Trunk Line: (670) 234-8950 ext. 3427/3410/3583

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.

***\*Corporation Announcement is open only to current employees of the Commonwealth Healthcare Corporation\****