



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
P.O. BOX 1270, ISLETA, NM 87022
PHONE: (505) 869-7584 FAX: (505) 869-7579
EMAIL: poiemployment@isletapueblo.com

VACANCY ANNOUNCEMENT

POSTING NO: 005-25

OPENING DATE: 01/07/2025

CLOSING DATE: Open Until Filled

POSTED: IN/OUT

POSITION: Patient Registration Clerk
PAY GRADE: NE4 (\$18.78/hr. - \$25.35/hr.)
FLSA STATUS: Non-Exempt
POSITION TYPE: Full Time
FUNDING SOURCE: Grant Funded
DEPARTMENT: Health Services
REPORTS TO: Health Information Manager
BACKGROUND LEVEL: Child/Elder

JOB PURPOSE: Contributes to the efficient daily operation of the Health Clinic by registering patients in computer system and determining patient payment resources. Maintains professionalism in all interactions with internal and external customers.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Greets and registers incoming patients in a professional manner.
- Gives out New Patient Applications to requesting individuals, and reviews and receives complete application packets once returned. Maintains a new patient application spreadsheet.
- Obtains and completes accurate demographic and insurance information for each patient and enters into system.
- Provides appropriate forms to patients for check-in process and ensures the completion of paperwork as necessary for requested services.
- Directs patients to appropriate locations for services requested; identifying when triage by healthcare staff is needed and quickly identifies potential emergency situations and responds accordingly.

- Responds to patient inquiries with regard to basic insurance or billing questions and provides a referral to appropriate staff member.
- Verifies insurance coverage using appropriate portal access.
- Makes copies of and organizes required eligibility documents and insurance information.
- Provides patients with information regarding Patient Rights & Responsibilities, IHC Privacy Practice and directs them to the appropriate resources regarding health care benefits.
- Keeps abreast of public assistance programs and changes in their rules and regulations.
- Manages incoming and outgoing communications concisely and in a pleasant manner.
- Assures timely access to services by actively monitoring waiting area for patient flow delays and communicates to appropriate clinics.
- Ensures compliance with HIPAA regulations.
- Maintains confidential information.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- High School Diploma or GED.
- Three years medical, administrative or customer service experience.
- Must be able to pass a TB screening.
- Must provide written copy of immunization record prior to employment.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of applicable federal, state, county and local laws, regulations, and requirements related to HIPAA, Medicare, Medicaid, and commercial insurance programs.
- Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
- Knowledge of records management.
- Knowledge of basic medical terminology.
- Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
- Skill in interacting with patients; potentially sensitive issues and possible volatile situations.
- Skill in treating patients with tact, courtesy, and respect.
- Ability to communicate effectively both verbally and in writing.
- Ability to react quickly and make effective decisions in an emergency situation.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to represent the organization in a professional manner, building respect and confidence.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to carry out instructions furnished in verbal or written format.

- Ability to work independently with minimal supervision.

PHYSICAL DEMANDS:

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

WORK ENVIRONMENT:

- Work is generally performed in an interior/clinical setting with a moderate noise level.
- Frequent interaction with the public.

PREFERENCE:

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.