



JOB ANNOUNCEMENT

JOB TITLE: Patient Financial Counselor 0.6 FTE (24 hours/week, benefit-eligible)
OPEN DATE: March 2020
CLOSE DATE: When filled
REPORTS TO: Social Worker

GENERAL FUNCTION: To serve as a resource to patients for financial toxicity screening, identification, submitting for, tracking and applying patient assistance grants, drug discount and reimbursement, and other forms of financial aid. To work closely with Social Work and other support services to arrange for patient assistance including but not limited to transportation, interpreter services, community resources, and lodging. To serve as a team member for community outreach to drive donations to patient assistance and works with management and marketing on fundraising ventures.

ESSENTIAL JOB FUNCTIONS:

- Screens patients using standardized tools for financial toxicities.
- Completes timely and thorough intake of patient income verification for financial assistance applications, documenting processes and progress in G4 and OncoEMR.
- Completes standardized patient financial counseling documentation and refers patients to social work or other appropriate providers or departments if deemed necessary.
- Maintain confidential patient files for income verification documents on the server in password protected files.
- Works with clinic team to secure community resource assistance for patients including transportation to and from Oncology-related appointments, lodging as needed, interpreter services for appointments, and other resources as needed.
- Documents all patient interactions in G4 and OncoEMR for communication with billing and clinic staff.
- Completes applications for uninsured patients for insurance coverage, tracks and documents progress, and loads new insurance details to G4, notifying authorizations, front office and billing of changes to insurance.
- Assists patients with applications for charity care at other local entities to cover hospitalizations, scans, and other inpatient services related to their Oncology diagnoses.
- Maintains a schedule in OncoEMR to see patients on site, scheduling set financial counseling appointments and completing reminder calls for set appointments. Utilizes OncoEMR to see when patients check in.
- Communicates benefits, anticipated coverage, out of pocket costs, and possible barriers to treatment with patients through cost estimates developed with the Revenue Cycle Supervisor.
- Develops detailed cost outlines for suggested treatment plans for patients who have no insurance coverage.
- Secures all appropriate financial acknowledgements and waivers are signed and in place for the institution.
- Maintains a living document of resources for patient assistance, foundation and drug replacement programs. Updates this resource and keeps abreast of changes and additions to patient assistance options.
- Contacts patients to collect outstanding patient responsibility balances. Works with the billing team and patients to set up, track, document deadlines and collect on patient payment plans.
- Utilizes OncoEMR and G4 to track and maintain a list of all patients who are awarded financial assistance.
- Communicates with patients about their financial responsibilities including due dates for payment plans and follows up within 2 business days on missed due dates.
- Responds to patient phone calls and maintains a shared outlook calendar with the Revenue Cycle Supervisor and billing team to follow up with any patients due to make payments, submit new income verification, or complete assistance applications.
- Verifies patient eligibility for grants and in-house scholarships, tracks, documents and applies accordingly.
- Works with management and marketing on fundraising ventures and events.
- Other duties as assigned.

MINIMUM REQUIREMENTS (EDUCATION AND EXPERIENCE):

High school diploma required, Associates degree or bachelor's degree in related field preferred. Two (2) years drug reimbursement and/or grant application experience required. Applicable experience may serve as a substitute on a case-by-case basis. Two (2) years of patient facing Financial Counseling preferred. Two (2) years' experience with authorizations and denials preferred. Oncology specific Financial Counseling experience preferred. Experience with Centricity and OncoEMR preferred. BLS certification required within 60 days of hire.

BENEFITS FOR THIS POSITION INCLUDE: Medical, Vision, Dental, Life and AD&D insurance, 401(k), Vacation and Sick leave, paid Holidays, Employee Assistance Plan plus much more!

TO APPLY: A Salish employment application is required (resume optional). Applications can be found at www.salishcancercenter.com or the Human Resources Department. Completed applications must be received by the Human Resources Department by **5:00 pm** on the closing date. Positions that are open until filled may close at any time. ***We are an Equal Opportunity Employer while practicing Native preference according to law.***

Completed Applications can be sent to:

Callie Hills, Human Resources Manager

3700 Pacific Highway E.
Suite 100,
Fife, WA 98424

253-382-6300

Electronic Submissions can be sent to:

Callie.Hills@salishcancercenter.com

Due to the large number of applications that may be received, not everyone who applies for a vacant position will be interviewed. Only those interviewed will receive notification when the position is filled or closed.