



**LAC COURTE OREILLES  
COMMUNITY HEALTH CENTER**  
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

**Telephone: 715-638-5100**  
**Administration Fax: 715-634-6107**  
**Medical Records Fax: 715-634-2740**

**Position Description**

**Position:** Patient Access Director

**Location:** Lac Courte Oreilles Community Health Center

**Salary Range:** Negotiable

**Hours:** Monday – Friday 8:00 am – 4:30 pm

**Posting Date:** 09/19/2024

**Closing Date:** 10/02/2024

**Description of Position:**

The role of the Patient Access Director involves overseeing the Purchased/Referred Care program, the Benefits program, and the Patient Registration program. This position is crucial for ensuring that patients have a smooth and efficient experience from the moment they seek care. The Patient Access Director will possibly oversee and coordinate the daily operations of billing and coding team members. This role ensures accurate and timely processing of medical claims, adherence to regulatory requirements, and high standards of coding quality. By balancing strong leadership skills with excellent organizational and interpersonal abilities is key to maintaining efficient and patient-centered processes.

**Qualifications:**

- Associate's Degree in healthcare administration, business administration, or a related field required.
- Bachelor's Degree in healthcare administration or business administration preferred.
- Certified Healthcare Access Manager (CHAM) or Certified Healthcare Administrative Professional (CHAP) preferred.
- Certified Professional Coder (CPC) or Certified Coding Specialist (CCS) preferred.

- Prior experience in a healthcare setting, particularly in supervisory roles related to patient registration, scheduling, and access representative preferred being able to demonstrate the ability to lead and manage a team effectively required.
- Excellent verbal and written communication skills to interact effectively with patients, staff, and other stakeholders.
- Must have strong attention to detail.
- Must have leadership qualities and be a person of integrity to ensure equitable access to referred healthcare for all LCO members.
- Familiarity with patient access and healthcare management software, electronic health records (EHR) systems, and scheduling tools.
- Have demonstrated the ability to maintain a satisfactory working record in any prior or current employment.
- Abide and follow all HIPAA regulations.
- Must be able to pass a background check and pre-employment drug test.
- Valid Wisconsin Driver's License.
- Current vehicle insurance.

### **Major Duties and Responsibilities:**

1. Manage a team of patient access representatives, training, and evaluating staff performance.
2. Create and maintain staff schedules to ensure adequate coverage and manage shifts effectively.
3. Oversee patient registration processes, ensuring accuracy in personal information, insurance details, and medical history.
4. Supervise appointment scheduling, including managing cancellations, rescheduling, and ensuring that the appointment system operates smoothly.
5. Provide support to patients who need help with understanding their insurance benefits, financial responsibilities, or navigating the registration process.
6. Develop and implement strategies to streamline access processes and reduce patient wait times.
7. Identify and resolve issues or bottlenecks in patient access services to improve overall efficiency.
8. Prepare and present regular reports on billing and coding performance metrics.
9. Monitor and audit coding and billing practices to ensure accuracy and compliance with current coding standards.
10. Implement quality control measures and resolve discrepancies or errors in coding and billing.
11. Review and address claim denials and rejections, providing guidance to staff on corrective actions.
12. Analyze billing and coding processes to identify areas for improvement.
13. Develop and implement new procedures to enhance efficiency and accuracy.

14. Ensure that patient access processes comply with healthcare regulations, such as HIPAA (Health Insurance Portability and Accountability Act) and other relevant laws.
15. Oversee the accuracy and completeness of patient records and documentation related to access services.
16. Monitor and analyze key metrics related to patient access, such as wait times, no-show rates, and patient volume. Generate reports to identify trends and areas for improvement.
17. Collaborate with the IT department to ensure that patient access systems and technology are functioning correctly and are updated as needed.
18. Develop and deliver training programs for patient access staff on policies, procedures, and best practices.
19. Stay informed about industry trends and changes in regulations to ensure that staff training and processes remain current.
20. Work closely with other departments, such as billing, medical records, and clinical staff, to ensure seamless patient access and information flow.
21. Conduct regular audits of access services and documentation to ensure accuracy and adherence to policies and regulations.
22. Must perform quarterly Community education sessions informing members of PRC guidelines and available alternate resources which benefit their health and the Health Center.
23. Will cross train with our Benefits department to assist patients in applying for Alternative Resources.
24. Negotiate with vendors for the most favorable rate to expand the purchasing of PRC dollars.
25. Must adhere to all established rules, regulations, procedures and policies of the Lac Courte Oreilles Community Health Center.
26. Supervise the monitoring distribution of funds:
  - Determine client's eligibility for the PRC Program.
  - Use Intergy (electronic health record) for maintaining patient information, commitment register, process vouchers, and other required reports/forms for the PRC Program.
  - Generate voucher for designated vendor which includes obligated dollar estimate for service.
  - Prepare vouchers /P.O.'s for payment.
27. Reporting of Adverse Incidents.
28. All other duties as assigned.

### **Supervision and Guidance:**

The Patient Access Director will work under the direct supervision of the Health Director.

**\*Applicants for employment with the Health Center must submit with the application form additional documents including the following:**

Letter of Interest  
Resume  
Credentials  
Proof of any stated Qualifications  
Three (3) letters of recommendation  
Academic transcripts

**Application information:**

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center  
Human Resources  
13380 W Trepania Rd  
Hayward, WI 54843  
(715)638-5132  
(715)634-6107 FAX

*The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American preference will be given to candidates of equal or comparable qualifications.*

09/13/2024

