

HIDALGO COUNTY HEALTH CLINIC DEPARTMENT

Job Title:	Clerk Manager	FLSA Status:	Non-Exempt
Dept. Code:	340	Civil Service Status:	Non-Exempt

SUMMARY:

Performs receptionist & minor secretarial duties which involve compiling & tabulating data, opening records, registering clients, keeping appointment schedule, recording, sorting & dispatching incoming & outgoing mail. Screens telephone calls and gives basic information requiring knowledge of agency functions. Works is performed according to established procedures. As Clerk Manager, supervises clerical support staff and assures all reports are compiled and submitted to C.O. on schedule. Assures that all billing is completed correctly & on a timely manner. Completes performance evaluations on clerical support staff. Works under the supervision of the R.N. Supervisor and Billing Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Supervises clerical support staff. Works under the immediate supervision of the RN Supervisor and in collaboration with the Billing Supervisor. Works in collaboration with all clinic staff in providing efficient and safe services to all clients. Is responsible for support clerical staff performance evaluations.
- Performs clerical duties: Greets clients in person & by telephone courteously. Secures appointment to new & return clients. Reschedules appropriately. Provides basic information requiring knowledge of agency functions.
- Performs duties before & during clinic: Opens records using proper forms with all necessary data. Completes all client information in Core 1. Screens clients for eligibility according to department screening procedures. Updates client information on return visits appropriately. Calls clients the day before clinic to remind them of appointment for all services.
- Duties after Clinic: Indexes all new records opened in the master indexed & in current software program. Reviews client registration list for completion. Compiles & completes Co-Pay report at end of each day. Files all records back in file. Performs data entry for all programs. Follows up pending Medicaid.
- Other duties: Order office supplies, records, & forms for all services on a timely manner. Posts all lab reports reviewed & initialed by RN. Pulls all abnormal reports with records for nurses to follow-up. Assures that mail co-pay, & lab specimens are mailed out on time & to proper destination. Submits financial and statistical reporting documents to C.O. on scheduled dates. Follows channel of command for problems.
- Other duties as assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

EDUCATION AND EXPERIENCE:

- High School Diploma or GED certificate, plus three (3) years experience on similar work preferably in a Public Health setting.

CERTIFICATIONS, LICENSES, REGISTRATIONS:

- Employee must have proof of a current valid Texas Motor Vehicle Operator's License;
- Must be able to be insured by County Insurance carrier.

OTHER SKILLS AND ABILITIES:

- Basic clerical/secretarial skills;
- Ability to communicate effectively orally and in writing;
- Ability to plan work and meet deadlines;
- Skills on computer data entry (Windows, TWICES, Word Processing);
- Ability to perform cashier and bookkeeping work;
- Basic supervisory skills;
- Ability to screen clients for program eligibility using correct software.
- Maybe be required to work other than normal or scheduled hours including weekends and holidays.

SPECIAL INSTRUCTIONS AND/OR REMARKS:

- Bilingual required (English/Spanish);
- Able to provide services to other assigned clinics as needed;
- Willingness to work unusual hours as needed.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to speak and listen. The employee frequently is required to stand, walk; sit, use hands and fingers, handle or feel objects tools or controls; reach, climb or balance, bend, stoop and kneel.

The employee must occasionally lift and/or move objects weighing up to 25 pounds. Visual acuity required by this job includes near and distant vision, depth perception, color perception, and the ability to adjust focus/vision to equal or be corrected to 20/20.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually low.

IMMUNIZATION/TB SCREENING REQUIREMENTS:

Employees may be required to receive immunizations recommended by the ACIP, ACP, and TDH based on anticipated disease exposure (e.g. hepatitis B or rabies vaccines) TB skin testing may required.

SAFETY REQUIREMENTS:

Maintain physical condition appropriate to the performance of assigned duties and

Responsibilities which may include the following:

- sitting for extended periods of time
- frequent standing, bending and reaching
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- handling financial affairs effectively and honestly
- maintaining confidentiality
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others

- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communicating with others

ACCIDENT PREVENTION PROGRAM:

Required to follow all department safety regulations.

HIDALGO COUNTY HEALTH CLINIC DEPARTMENT

Job Title:	Eligibility Specialist	FLSA Status:	Non-Exempt
Dept. Code:	340	Civil Service Status:	Non-Exempt

SUMMARY:

Determines eligibility of clients for Title V and other programs and services. Screens for potential Medicaid eligibility, in accordance with Title V Contract requirements and policies. Provides technical assistance as needed to agency staff. Participates in internal QA reviews. Assists with other clerical duties as assigned by Clerk Manager and/or Supervisor. Functions under the Supervision of the Clerk Manager and RN Supervisors and in collaboration with the Billing Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Screens clients. Gathers and documents case data essential in determining program eligibility. Makes eligibility decisions in compliance with program policy. Informs clients of screening results.
- Assists potential Medicaid eligible clients complete Medicaid application process.
- Verifies and tracks pending Medicaid cases.
- Assists with other clerical duties as assigned by Clerk Manager and/or RN Supervisor, such as answering phone, collecting co-pay, posting, filing etc.
- Assist with internal monitoring activities to assure Title V contract compliance, eligibility screening, and determination. Assures appropriate billing of services rendered.
- Other duties as assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an Eligibility Specialist must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

EDUCATION AND EXPERIENCE:

- High School Graduate or GED and one (1) year job related experience.

CERTIFICATION, LICENSES, REGISTRATIONS:

- Employee must have proof of a current valid Texas Motor Vehicle Operator's License and must be able to be insured by county insurance carrier if they are to operate county vehicles

OTHER SKILLS AND ABILITIES:

- Knowledge of Title V program goals and contract requirements.
- Knowledge of TDHS public assistance programs and eligibility for other community resources.
- Ability to communicate effectively and professionally.
- Ability to work cooperatively with clinic staff.
- Ability to develop and maintain positive working relationship with others and to work independently.
- Maybe be required to work other than normal or scheduled hours including weekends and holidays.

SPECIAL INSTRUCTIONS AND/OR REMARKS:

- Bilingual required (English/Spanish);
- Able to provide services other offices as needed;
- Willing to work unusual hours as needed.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to speak and listen. The employee frequently is required to stand, walk, sit, use hands and fingers, handle or feel objects tools or controls, reach, climb or balance, bend, stoop and kneel.

The employee must occasionally lift and/or move objects weighing up to 25 pounds. Visual acuity required by this job includes near and distant vision, depth perception, color perception, and the ability to adjust focus/vision to equal or be corrected to 20/20.

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IMMUNIZATION/TB SCREENING REQUIREMENTS:

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SAFETY REQUIREMENTS:

Maintain physical condition appropriate to the performance of assigned duties and

Responsibilities which may include the following:

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- frequent standing, bending and reaching
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
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Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

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ACCIDENT PREVENTION PROGRAM:

Required to follow all department safety regulations.