

## **THE UNIVERSITY OF WYOMING JOB DESCRIPTION**

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

*The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

**Title: PATIENT FINANCIAL & ENROLLMENT SPECIALIST**

**Reports To:** Designated Supervisor

**UW Job Code:** 5280

**UW Job Family:** 32- Administrative Support

**SOC Code:** 43-3021

**FLSA:** Non-exempt

**Pay Grade:** 19

**Date:** 6-24-22

**JOB PURPOSE:**

Assist patients and/or families with access to a variety of financial resources by evaluating the financial situation of uninsured or under-insured patients in accordance with regulatory compliance while maintaining patient confidentiality and dignity; determine eligibility for financial assistance or any available payer/assistance source and provide necessary assistance to enroll in available government programs (e.g., Wyoming Medicaid, Insurance Marketplace).

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Identify eligible patients for coverage (e.g., self-pay/sliding fee scale) through reports from the electronic medical record and other sources.
- Conduct outreach strategies with consumers (patients) to promote the availability of health coverage and assist with enrollment, if eligible.
- Investigate and verify patient benefits to determine patient financial obligation for treatment and meet with patient to discuss.
- Answer patient and family member questions regarding insurance, verify insurance coverage/eligibility, provide estimates of financial responsibility prior to treatment, and negotiate payment arrangements.
- Liaison with billing office and care management team to ensure maximum cash flow and reimbursement for the clinic.
- Act as an advocate for the patient in resolving patient financial liability.
- Help patients find cost-saving methods for treatments and improve access to healthcare services.
- Assist patients with the completion of FMLA, financial liability, or disability forms.
- Work with Billing Business Manager to ensure current working knowledge of billing systems and processes.

- Work collaboratively with other clinic staff and external resources to identify various sources of funding and/or alternatives to reduce the cost of treatment.
- Assist eligible patients in enrollment through Wyoming Medicaid, Kid Care CHIP, Presumptive Eligibility, and/or health insurance marketplace. Includes Medicare Part A, Part B, and Part D enrollment.
- Help individuals who qualify make informed decisions about plan selection.

### **SUPPLEMENTAL FUNCTIONS:**

- Identify patient barriers to care such as transportation, insurance, and language barriers; refer patients as needed to additional resources to support engagement in care.
- Assist with OB patient coordination and continuity of care.
- Follow patients through the care continuum.
- Responsible for outreach efforts to establish and maintain positive working relationships with key community resources.
- Perform other duties as assigned.

### **COMPETENCIES:**

- Attention to Detail
- Consistency
- Integrity
- Ability to Learn
- Quality Orientation

### **MINIMUM QUALIFICATIONS:**

Education: **High School Diploma or GED**

Experience: **2 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- Basic, routine, and advanced computer programs and software in use in the department or area.
- Basic, routine, and advanced records maintenance.
- Basic, routine, and advanced scheduling techniques.
- Basic, routine, and advanced reception techniques.
- Finance, accounting, budgeting, and cost control procedures.
- Project management principles, practices, techniques, and tools.
- Computerized information systems used in financial and/or accounting applications.
- Structure, policies, and procedures of university faculty and/or staff governing bodies.
- Current and emerging trends in the industry.

Skills and Abilities to:

- Perform basic, routine and advanced records maintenance.
- Create, compose, and edit basic, routine and complex written materials.
- Communicate effectively both orally and in writing with a wide range of individuals and constituencies.
- Investigate, analyze information, draw conclusions, and make recommendations based on data or findings.
- Analyze and solve basic, routine, and advanced problems.
- Maintain calendars and schedule appointments.
- Use a personal computer and associated software in use in the department or area.
- Work as a team member and foster a cooperative work environment.

**WORKING CONDITIONS:**

Standard office/clinic environment; no major sources of discomfort. Regularly exposed to video terminal displays and repetitive keyboarding. Some positions may work in confined areas. Occasional exposure to airborne diseases or biological hazards.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.