

LIVINGSTON COUNTY JOB DESCRIPTION

SENIOR HEALTH CLERK

Supervised By: Assigned supervisory or department head

Supervises: No supervisory responsibility

Department: Health Department

FLSA Status: Non-Exempt

Position Summary:

Under the supervision of an assigned supervisor or department head, an Senior Health Clerk performs complex level clerical, administrative and records management functions with public and customer service interaction with minimal supervisor direction. Coordinates the work of other clerical staff and provides leadership and guidance to other staff members. Required duties include skill in records management, general bookkeeping, data entry and database upkeep, customer service and similar activities. Duties will be defined by the scope of assigned department activities and related clerical responsibilities. May also perform a wide range of billing duties while serving as the main billing specialist for Livingston County Health Department, including interacting with numerous private and public insurance agencies or with the general public. Most assigned work requires a high degree of confidentiality.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Provides complex level clerical support for the Department by preparing forms, correspondence, reports, memos, receipts. Prepares information packets and maintains records, files, charts, data, schedules, and similar information.
2. Types, enters data, copies, files, and performs other clerical tasks as assigned.
3. Reviews and ensures the accuracy and completeness of records, forms, documents, attachments, data, and other such materials. Creates new forms and other templates to support processes.
4. May maintain cash drawers, receipt payments, account for monies received, reconcile accounts and prepare deposits. May disburse funds through defined processes and procedures.
5. Utilizes available programs to compile and enter data into state and local databases,

including but not limited to: Microsoft Suite, Easy Log Data Logger, Patagonia (EMR), BS&A, Sword Solutions, and Munis. State of Michigan programs/databases: CHAMPS, MILOGIN, MI-WIC, EPPIC, CSHCS, MCIR, MDSS, DSA, CHASS, Healthy Michigan & Medicaid Programs, LHD SharePoint, WPS-Medicare, RKStudio. Utilizes these programs to prepare various reports as needed based on mandatory program requirements or other administrator requests. Problem solves highly complex issues with the computer-based programs.

6. Prepares requisitions, processes and maintains supplies and office equipment, lab equipment and accessories.
7. Interacts with other departments, governmental agencies, service providers, schools, day care providers, professionals, and others to exchange and record information, process required forms and reports and submit or receive correspondence.
8. Provides customer service to clients in person and over the phone regarding department procedures, requirements, and eligibility for public health programs. Assists clients with finding resources, scheduling appointments, and solving problems, including interacting with outside agencies and hospitals to assist clients needing additional resources.
9. Assists clients with enrollment in programs, renewals, billing, insurance, application issues, navigating various systems of care. Troubleshoots problems and coordinates with local and out of state pharmacies, providers, hospitals, government agencies and other services.
10. Will be trained in back-up duty for other clerical positions, possibly in multiple work areas.
11. Perform front desk duties when necessary, disburse incoming mail, run copies, place postage on outgoing mail, forward incoming faxed information, receive vaccine shipments, receive specimens & receive general UPS/FedEx deliveries.
12. Conduct clerical functions at TB and/or Immunization clinics, collect and verify insurance information from clients or discuss payment options. Receives completed insurance, billing information and payment from clients.
13. In the billing specialist role: Required to be familiar with all relevant laws regarding billing ensuring that work is carried out in compliance with all policy and regulatory requirements; transmits claims electronically and verifies confirmation of receipt; resubmits rejected/corrected claims as needed and takes appropriate steps filing corrected claims as needed or contacts the payer to verify denials.
14. Acts as a clerical program lead and directs work of other clerical employees.
15. May provide direction and best practice guidance to all employees in a given program

area.

16. Complies with LCHD's quality improvement policy and actively participates in the quality improvement plan.

17. Perform all other duties as assigned.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma or GED and five years of experience in providing clerical and administrative support with progressively more responsibility and complexity including bookkeeping, receipting for payments, cash drawer handling, billing, and insurance.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Valid state driver's license.
- Strong working knowledge of office procedures, file setup and maintenance, math and bookkeeping principles and application and administrative support techniques.
- For billing specialist role: must have Certified Professional Biller (CPB) and Certified Professional Compliance Officer (CPCO) certification through AAPC.
- Skill in effectively communicating assigned areas of responsibility orally and in writing.
- Skills in proofreading, performing arithmetic calculations, maintaining accounts and records and following and suggesting refinements to procedural systems.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public with minimal supervisory oversight.
- Ability to be a leader and provide direction and coordination regarding the work of other clerical staff

- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Demonstrated skill and experience in the use of office equipment and technology, including Microsoft Suite applications and the ability to master particular software programs utilized by the assigned department and new technologies.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations 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 communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.