

**Title:** Financial Counselor

The Financial Counselor will work directly with uninsured and underinsured patients (sometimes face to face) to provide guidance and coordination to seek financial resources available. In addition, they will work with patients to understand their current insurance benefits, as well as guide them to other resources such as patient assistance agencies that aid patients with substantiated financial needs.

**Responsibilities:**

- Screen and enroll uninsured and underinsured patients to identify potential financial assistance opportunities.
- Assists patients in enrolling in other programs, such as Medicaid, County Medically Indigent Services Programs, or other scholarship programs, as needed.
- Ensures financial assistance applications are accurately filled out and completed
- Processes financial assistance approvals and denials, prepares accounts for posting functions
- Processes bankruptcy notices, provides requested information to legal representation, collection agencies, etc.
- Works in conjunction with on-site Case Managers to assist in the appropriate completion of Medicaid applications, ensuring this funding source is maximized, based on patients' eligibility
- Helps patients develop a plan to resolve their liabilities, including setting patients up on payment plans according to Didgwalic Wellness Center guidelines
- Collects monies from patients with the ability to pay, including outstanding accounts receivable
- Educates patients by providing explanations of common terms (e.g., co-pay, coinsurance); their billing statements to prevent confusion; and any other questions patients may have about this financial responsibility
- Stays informed of statutes and regulations that could affect the collection of receivables (e.g., collection regulations)
- Completes daily administrative tasks as necessary, such as filing, scanning, processing paperwork, and documenting interviews with patients
- Complies with federal, state, and organizational standards to ensure patient privacy is protected at all points of a financial inquiry process

**License, Certification, Education or Experience:**  
**REQUIRED for the position:**

- High School graduate or equivalent

- Excellent communication skills to effectively obtain information from patients, physicians, other clients.
- Ability to function independently, organize work, multitask, and establish priorities.
- Numerical ability is required to discuss financial arrangements including deposit requirements.
- Knowledge of insurance payers and the use of electronic systems for eligibility and verification

**DESIRED for the position:**

- Vocational training or college degree in the healthcare setting.
- 2-year prior experience in a hospital or medical setting
- Working knowledge of insurances.
- Knowledge of medical terminology and billing guidelines
- Professional Coding Certification Preferred.
- CHAA (Certified Healthcare Access Associate) or CRCS (Certified Revenue Cycle Specialist) preferred.

**Required Knowledge, Skills and Abilities:**

- Thorough understanding of medical billing, collections and payment posting, revenue cycle, third party payers, Medicare, strong knowledge of Washington and Federal payer regulations.
- Possess excellent negotiation skills, including the tact required for securing payment or discussing patient's finances, and enjoy working in a health care setting.
- Ability to work in a cross-culture environment, understands the social and cultural context of the patients at the didg<sup>w</sup>álič Wellness Center. Understands the role of trauma, historical, community, family, and personal experience in wellness and recovery.
- Ability to multi-task and work courteously and respectfully with fellow employees, clients and patients.
- Understands and adheres to state (RCW, WAC) and federal confidentiality regulations (42 CFR part 2). Applicants must conduct self ethically and professionally at all times.
- Must possess strong computer and software skills (MS Office products and customer database systems).
- Must pass extensive criminal background check, pre-employment drug and COVID-19 screen and provide proof of COVID-19 vaccination.