



## **POSITION: OPERATIONS SUPPORT CLERK**

### **POSITION SUMMARY**

Under the supervision of the Clinic Coordinator, provides receptionist and clerical support services to Hidalgo Medical Services.

### **POSITION ACCOUNTABILITIES**

1. Front desk responsibilities for Medical, Dental, and Mental Health Clinics.
2. Travel to and cover front desk/medical records for outlying clinics.
3. Check-in patients, register and prepare records for visit, update demographic information (annually or as needed), scan appropriate information into system, print visit summaries.
4. Check-out patients, collect payments, issue receipts and future appointment information.
5. Schedule patient appointments and referrals.
6. Check appropriate data base for insurance, Medicare, Medicaid, etc. eligibility.
7. Reconcile day sheets with funds on hand and prepare deposits as needed.
8. Maintain system for reporting patient activities to appropriate contracting agencies.
9. Answer telephones, take messages or transfer calls.
10. Assist employees or visitors with departmental forms.
11. Perform typing assignments including correspondence, policies and procedures, reports, forms, etc.
12. Pre-authorizations.
13. Refer sliding fee patients to community health workers.
14. Collect data for billing of services provided by HMS including off-site care.
15. Prepare, scrub, and submit claims to commercial insurance companies, Medicare, Medicaid, or other contracted payers.
16. All duties pertaining to medical records including: maintaining record keeping and filing system in accordance with HMS system; classify, sort, and file correspondence, records, diagnostic reports or other documents, prepare copies for other HMS staff or patients.
17. Maintain a professional work area **free of food**, clutter, or other items which might impair delivery of quality and safe customer service.
18. Notify maintenance of any issues needing attention.
19. Enable and assist patients' electronic access to their HMS records.
20. Promote fiscal stability of HMS by cost-effective use of resources.

21. Assist in collection of quality assurance data as assigned.
22. Compile statistical reports upon request.
23. Perform other duties as assigned.

### **MINIMUM QUALIFICATIONS**

High School graduate or equivalent.

One year or more of directly related experience.

Knowledge of and experience with medical terminology.

Able to organize and manage day-to-day work

Must be a strong team player and have knowledge of telephone etiquette.

Strong organizing skills.

### **DESIRED ABILITIES**

Fluency in English and Spanish, both written and oral, preferred.

Experience with electronic medical records preferred.

### **TO APPLY**

Completed HMS Employment\_Application may be emailed to [jobs@hmsnm.org](mailto:jobs@hmsnm.org)

or

Dropped off or mailed:

301 W. College Street, Suite 18, Silver City, NM 88061

or

530 De Moss Street, Lordsburg, NM 88045

For more information call 575-534-0788 or 575-542-2326