

JOB INFORMATION

Effective Date	10/26/2021
Job Code:	2882
Job Title:	Sr. Patient Services Specialist
Salary Grade/Structure:	030 - Admin-Professional
Career Level Name:	
FLSA Name:	Non-Exempt
EEO Code:	30-Professional Non-Faculty
Job Function:	Student Health & Wellness
Job Family:	Health & Medical
Job Summary	The Sr. Patient Services Specialist is responsible for assisting with the overall mission of providing services to students, including programming, clerical and financial/budget duties, and through providing direct services. The Sr. Patient Services Specialist will support the professional staff in the daily operations of the Health Services clinic. Will maintain proper and efficient office systems by facilitating services including scheduling and coordination of medical physicians, contracting vendors, budget management, clinic appointments, and medical referrals. Will oversee the Student Health Insurance eligibility information, process insurance claims and troubleshoot problems with insurance eligibility/claims. Supervises the front desk Patient Service Specialist I for student health insurance enrollment and education, as well as patient medical billing using ICD-10 coding. Provides excellent patient services support including managing the patient management filing system, telephone coverage, and a variety of other clinic/office duties as needed. Will work closely with the Director of Health Services to promote health and wellness resources to the UHCL community.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred	
Bachelor's Degree		Required	
Bachelor's Degree	in Administration, Business, Medical or related field	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Considerable	Minimum five years' experience working in a medical services environment in a medical or billing administration capacity	Required	
Some	Minimum of three years' experience working in a medical or billing administration capacity	Required	
Some	Minimum of three years' experience working in accounting and medical billing and ICD-10 coding	Preferred	
Some	Minimum of three years experience with electronic health/medical record management	Preferred	
Less than 3 yrs	Experience working with students and program implementation and coordination in a higher education environment	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
	CPR Certification		Preferred	

Knowledge, Skills and Abilities

KSAs	Proficiency
• Excellent verbal and written communication skills.	Skilled
• Knowledge of health and medical regulations and practices.	Proficient
• Knowledge of budget management, fiscal responsibility and account management.	Proficient
• Ability to pay close attention to detail while maintaining high level of confidentiality.	Skilled
• Ability to support Health Services Nursing staff.	Skilled
• Strong office organizational, planning and management skills.	Proficient
• Knowledge of personnel management.	Skilled
• Ability to collaborate and coordinate with vendors, MD's and independent contractors.	Skilled
• Knowledge of Medical and ICD-10 health insurance billing practices and procedures.	Proficient

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
• Management of financial (budget) records of Health Services. Prepares and processes all financial paperwork, including vouchers, requisitions, purchase orders, reimbursements, interdepartmental transfers, and travel. Monthly reconciling of Health Services accounts. Daily cash deposits.	20%
• ICD-10 student health insurance billing, insurance/student provider coordination and UHCL patient medical record management via EMR system. Track and process insurance claims payments and laboratory fees.	25%
• The liaison between the student and the student health insurance provider including telephone interactions, orientation presentations with educational resources.	15%
• Manage professional contracts with various providers including MD's, vendors and independent contractors. Coordinating clinics, clinic resources and setting patient appointments. Additional program scheduling with the Texas Chiropractic College in coordination with UHCL patient needs. Other areas as needed to coordinate specialized student education.	15%

Essential Functions

Essential Function	% TIME
• Inventories and purchases of pharmaceutical, over-the-counter, laboratory and office supplies.	5%
• Management of personnel records of Health Services. Prepares and processes ePARs, ePRFs, review of trial and final payroll reports. New hire paperwork responsibility.	5%
• Assist with off-campus/distance education sites (i.e. Pearland campus) for mobile flu-shot clinic, blood pressure screenings, and other educational programs.	5%
• Create and maintain office policies and procedures, as well as evaluating facility needs, with the collaboration of the Health Services Director. Performs other job duties as assigned.	5%
• Performs Other Duties As Assigned.	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing						
Walking						
Sitting						
Lifting						
Carrying						
Pushing						
Pulling						
Climbing						
Balancing						
Stooping						
Kneeling						
Crouching						
Crawling						
Reaching						
Handling						
Grasping						
Feeling						
Talking						
Hearing						
Repetitive Motions						
Eye/Hand/Foot Coordination						

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold					

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme heat					
Humid					
Wet					
Noise					
Hazards					
Temperature Change					
Atmospheric Conditions					
Vibration					

Travel Requirements

Estimated Amount	Brief Description