

Minimum Qualification Specifications
for the Classes:PATIENT ACCESS MANAGER I & IIEducation Requirement:

Bachelor's degree from an accredited four (4) year college or university.

Excess work experience of the type and quality described below or progressively responsible professional work experience which provided knowledges, skills and abilities equivalent to those normally acquired in four (4) years of successful study leading to a bachelor's degree may be substituted for education on a year-for-year basis.

Experience Requirement:

Except for the substitutions provided below, applicants must have had progressively responsible experience of the kind and quality described in the following paragraphs and in the amounts indicated in the table below:

Class Title	Specialized Experience (years)	Supervisory Experience (years)	Total Experience (years)
Patient Access Manager I	3	1	4
Patient Access Manager II	3	2	5

Specialized Experience: Progressively responsible professional work experience which has demonstrated general knowledge of public and private health care programs including admissions and registration, billing, and credit and collection activities of a healthcare institution. This experience must have provided familiarity with, and knowledge of admission procedures; interviewing patients and/or responsible persons to secure information; arranging for method of payment for costs not covered by insurance and general financial practices of healthcare providers.

Supervisory Experience: Work experience which demonstrated the applicant's knowledge of and ability to apply the principles, practices, techniques and methods of supervision including: (1) planning, organizing and directing the work of others; (2) assigning and reviewing work; (3) advising others on difficult work problems; (4) timing and scheduling work; and (5) training and developing employees.

Substitutions Allowed: Possession of a master's degree from an accredited college or university in Healthcare administration or related field may be substituted for one (1) year of Specialized Experience.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification:

Specialized knowledges, skills and abilities may be required to perform the duties of some positions. In such positions, applicants may be restricted to those who possess the pertinent experience and/or training required to perform the duties of the position.

Departments requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position.

Physical Requirements:

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily. Disabilities in these or other areas will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position will not be disqualified under this section.

Any condition which would cause applicants to be a hazard to themselves or others is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information including the results of the medical examination, and requires the approval of the VP/Director of Human Resources.

Mental/Emotional Requirements:

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

This is an amendment to the minimum qualifications approved for the class, PATIENT ACCESS MANAGER I & II, to update the supervisory experience requirement, effective April 25, 2008.

This is the first minimum qualifications approved for the class, PATIENT ACCESS MANAGER I & II.

DATE APPROVED: February 16, 2009

JANICE YEE
VP/Director of Human Resources