

Class Specifications
for the Class:PATIENT FINANCIAL COUNSELOR
SR-15; BU:03Duties Summary:

Processes claims for the financial benefits of patients in an acute, psychiatric or long term care facility and safeguards their financial interests; determines the amount to charge for the maintenance and care of each indigent or uninsured patient and follows up on delinquencies; and performs other related duties as assigned.

Distinguishing Characteristics:

Basic to the work of this class is a concern for the financial interests of patients in an acute, psychiatric or long term care facility as such interests affect their well-being. This work includes responsibility for obtaining financial benefits for patients and safeguarding their interest by reviewing their finances, reviewing financial claims against them, and authorizing unusual expenditures.

Also involved in the work is the maintenance of patients' accounts for hospitalization costs and other related expenses. This includes inquiring into the financial status of these patients and/or their families, and obtaining agreements to pay.

Examples of Duties:

Files claims with governmental agencies, insurance companies, benevolent associations and other groups, and obtains supporting information on behalf of patients; inquires into and obtains or arranges for the disposition of bills incurred by patients prior to admittance; arranges for the transfer of patients' funds from saving institutions to accounts at the hospital; authorizes the signing by patients of checks and other business documents; meets with the representatives of governmental and other agencies regarding benefits available to individual patients; reviews reports on the family and financial status of patients and discusses such matters with hospital social workers; informs families, guardians or agency representatives of laws and policies governing payment for patient care and hospital rates; conducts interviews, and verifies information on the financial status of patients' families; determines reasonable payments to be made of all or a portion of established maximum hospitalization costs, obtains informal agreements to pay and initiates billing; follows up on delinquencies and determines adjustments to be made; refers uncollectible amount to the appropriate

collection agency; makes periodic review of each case and determines adjustments to be made.

Knowledge and Abilities Required:

Knowledge of: Interviewing techniques; credit and collection procedures; office practices and procedures; general financial benefits and allowances available to the indigent and ill.

Ability to: Effectively interview and deal tactfully with patients, their families and others; obtain facts and establish reasonable charges based on maximum charges and the ability to pay; obtain the confidence and agreement to pay of patients and their families; consider the best interests of patients in establishing charges and processing claims for patients and other transactions for patients; and establish and maintain effective relationships with governmental agencies, benevolent associations and other groups.

This is an amendment to the class specifications for the class PATIENTS' ACCOUNTS MANAGER to be re-titled to PATIENT FINANCIAL COUNSELOR, and to include processing claims for the financial benefit of patients in acute and long term care facilities, effective October 10, 2007.

This is the first specification for the new class PATIENTS' ACCOUNTS MANAGER.

This class is adopted from the State of Hawaii, relative to the transfer of classification and compensation jurisdiction to the Hawaii Health Systems Corporation, effective July 1, 1998, pursuant to Act 262, Session Laws of Hawaii, 1996.

DATE APPROVED: _____

JANICE WAKATSUKI
VP/Chief Human Resources Officer