

2019 PROGRAM SPECIFICATION
Lutheran Social Services of Wisconsin and Upper Michigan

PROGRAM #: 114

STANDARD PROGRAM: Health Unit Clerk

TARGET POP: MH & AODA

YEAR: 2019

UNITS: Actuals

CLIENTS: N/A

ALLOCATION: TBD

UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Racine County

DAYS/HRS OF SERVICE AVAILABILITY: traditional and non-traditional work hours

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- Maintain adequate liability coverage
- Civil Rights/Affirmative Action Policies
- Criminal background checks for staff
- Drug screening, driver's license checks and reference checks
- Human Resources Condensed Policy Manual for Student Interns, Volunteers, Temporary Agency and Contracted Staff.
- Payment of all wages, payroll taxes, worker's compensation, social security, federal and state unemployment insurance and any and all other federal and state taxes relating to the staff
- Fair Labor Standards Act
- Withholding payroll taxes, paying unemployment insurance, worker's compensation and social security contributions
- Complete performance evaluations and discipline and maintain employment records
- Recognize that authorization for services is approved by Racine County Human Services Department.
- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.
- All Provider external vacancies shall be advertised on JobCenterofWisconsin.com and Indeed.com

PROGRAM DESCRIPTION:

Vendor shall provide 4 FTE contracted staff and payroll services for the following positions:

Health Unit Clerk

Basic Function

To provide the support to the Racine County Behavioral Health Clinic by performing front desk patient check-in and clerical duties.

Duties and Responsibilities

1. Greet consumers and guests and refer to appropriate program or area. Process incoming calls efficiently by providing information and assistance.
2. Check consumers into the clinical software and obtain insurance information and any other necessary data such as identification (ID's).
3. Provide patients with intake and new patient forms as well as any other necessary documents.
4. Maintain cash drawer, which includes set up in the morning and breakdown in the evening. Collect all monies from consumers at the front desk.
5. Develop and maintain resources appropriate to needs of the consumer population. Assist consumer in understanding their insurance coverage. Provide consumers with reminder phone calls for appointments.
6. Pass out checks to CSP consumers for Protective Payee Program.
7. Develop and maintain an effective body of knowledge regarding laws and procedures affecting consumers. Document all work to ensure compliance with County, State, and Federal requirements.
8. Recommend to management changes or gaps in the system that prevent or hinder the delivery of services.
9. Request prior authorizations from insurances for services delivered by Behavioral Health Services. Ensure accurate service information and consumer insurance information is relayed to Behavioral Health billing company.
10. Perform billing quality assurance activities as part of the billing process for Behavioral Health Services programs.
11. Other duties as assigned.

Qualifications

- High School Diploma or GED.
- Passing score on OPAC's Language Arts, Transcription and Alphabetic Filing tests.
- Type 50 net w.p.m. with 95% accuracy.
- Two (2) years of responsible office experience.
- Experience in transcribing.
- Prompt and regular attendance
- Valid Wisconsin Driver's License

Knowledge, Skills & Abilities

- Working knowledge of Microsoft Word or comparable word processing application and Microsoft Outlook.
- Excellent grammar and spelling skills.
- Knowledge of medical terminology.
- Ability to work independently and be a team worker.
- Ability to deal with sensitive and highly confidential information.
- Ability to type under pressure to meet a designated deadline.
- Skill in organizing and prioritizing work.
- Ability to communicate effectively both verbal and written

Physical/Sensory Demands:

1. Ability to move throughout office area.
2. Ability to effectively and professionally communicate in both written and verbal form to customers and other staff.
3. Ability to use computer keyboard for an extended length of time with repetitive use of hands in the form of fine manipulations.
4. Ability to lift up to 10 pounds occasionally.

EVALUATION OUTCOMES:

1. 100% of referred candidates will meet minimum qualifications per the job description provided by Racine County.
2. 90% of vacancies will be filled within 60 days of initial posting.
3. 90% of employees will maintain a position within Racine County for the calendar year, maximizing employee retention.

An Evaluation Outcome Report must be submitted to Racine County HSD Contract Compliance Monitor by 2/1/20.