

CHS Clerk

Reports To: CHS Supervisor

Location: Happy Camp

Salary: \$9.00 per hour

Classification: Full Time, Regular, Non-Exempt, Non-Entry Level

Summary: The CHS Clerk shall work in the Health Support Services Department under the direct supervision of the CHS Supervisor. In the absence of the CHS Supervisor, the CHS Clerk shall report to the Executive Director. The CHS Clerk shall be responsible for the commitment of Contract Health Service (CHS) funds to support the direct medical care of eligible people. Shall learn and use all RPMS packages that pertain to the CHS Department. Shall know all applicable policies and current levels of care, documentation of events, filing, confidentiality and security of records. Shall work closely with CHS Managed Care Committee and Karuk Tribal Providers to ensure that policies and levels of care are appropriate and administered appropriately. Shall work with the CQI Director to ensure compliance with JCAHO/AAHC Ambulatory Health Care Standards.

- 1) **What are your typical job responsibilities?** Creating Purchase orders for RXs, Denials for payment, Reconciling Raley's bill, Sending letters to apply for alternate resources, making phone calls for payment on referrals, and entering some referrals. Also, checking eligibility for Medi-Cal.
- 2) **How do you *really* spend your day?** Same as above.
- 3) **How do you organize your day to ensure you get everything done?** Do PO's throughout the day, try to do calling in the mornings.
- 4) **What education/career paths lead you to this position? Were there any life changes that guided your way to this position (ex; closing of the mill, desire not to leave area, family)?** Cal-Works ran out and I did not want to leave the area.
- 5) **Uppers; what is the thing that you love most about your job?** Helping people.
- 6) **Downers; what is the thing that you love least about your job?** Some of the work is tedious.
- 7) **What inspires, excites, and/or motivates you in your job?** Need to support my family.
- 8) **What does your average work week schedule look like (ex; hours worked, meetings, appointments, traveling, etc.)?** 40 hours a week.
- 9) **How do you relieve stress?** Sleep, watch TV.
- 10) **Does your job include a lot of traveling? Do you enjoy it?** My job does not include a lot of traveling, but when we do travel, I do enjoy it.

11) What advice would you give to someone interested in this line of work? Be prepared to handle patients that are upset and don't take things personally.

12) What does a *typical day in your world* look like? See # 1.