



Bastrop County Job Posting

804 Pecan Street, Bastrop TX 78602

(512) 581-7120

An Equal Opportunity Employer

Title: Indigent Health Care Administrative Assistant	Opening Date: June 30, 2023	Application Deadline: Open Until Filled	Job #: 220410
Department: Indigent Health Care	Starting Salary: \$19.00-\$20.64	Location: Bastrop	Travel: N/A

INTERNAL AND EXTERNAL JOB POSTING

Brief Job Description: This position is the first point of contact to the Bastrop County Indigent Health Care Program. Under general supervision, the purpose of this position is to provide technical and clerical support to the Director to the BCIHCP office. Work involves processing claims for payment, reviewing claims for discrepancies and inaccuracies. Liaison to providers on claim corrections requests. Maintains current information for client referrals, active and retired case files with client information and claims paid. Data entry on Indigent Healthcare Solutions (IHS) software. Assists director with organizing and preparing reimbursement requests to the Texas Department of State Health Services, assisting with special projects as needed. Performs related work as required.

General Knowledge, Skills, & Abilities: Knowledge of principles and practices of general administration and management, personal computer skills, professional customer service skills, standard office policies, procedures and equipment. Ability to perform multiple tasks simultaneously in a timely manner, record and disseminate accurate information from telephone conversations and personal contact, understand and follow verbal and written instructions, properly interpret, understand and make decisions in accordance with regulations and policies. Ability to operate equipment required to perform essential job functions, work as part of a team and maintains a cooperative, helpful attitude towards fellow workers, supervisors, and the general public.

Minimum Qualifications: Two years working with the public through the telephone or direct contact; Two years of data entry; Working knowledge of computers; High School diploma or equivalent.

Bastrop County does not discriminate on the basis of race, color, age, national origin, sex, religion or disability in employment or in its activities. Minorities, Veterans, and Disabled applicants are encouraged to apply.

A Bastrop County Job Application is required, and can be downloaded at: <https://na3.docusign.net/Member/PowerFormSigning.aspx?PowerFormId=a7d71333-73b6-4ae5-b3d7-a59c651de914>. A resume will be considered, but will not be accepted in lieu of application. Applicants may mail or drop off an application at: Bastrop County, Attn: HR, 804 Pecan Street, Bastrop, Texas 78602 OR email applications to apply@co.bastrop.tx.us. Applications postmarked after the closing date will not be accepted. Unless otherwise indicated, regular attendance is an essential job requirement of all positions in the county. This position may require shift work outside the normal business hours and weekends. All positions requiring a degree and/or licensing require proof of degree and/or license. Your application for employment with Bastrop County may subject you to a criminal background check.

IMPORTANT NOTE TO ALL APPLICANTS: Only applicants scheduled for interviews will be contacted. If you are scheduled for an interview and require any reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request. Thank you for considering employment with Bastrop County. Visit our website at: <http://www.co.bastrop.tx.us/page/co.jobs>.



BASTROP COUNTY, TEXAS

Job Description

Job Title: Indigent Health Care Administrative Assistant

Department: Indigent Health Care

FSLA Status: Non-Exempt

Reports To: Director Indigent Health Care

SUMMARY: This position is the first point of contact to the Bastrop County Indigent Health Care Program. Under general supervision, the purpose of this position is to provide technical and clerical support to the Director to the BCIHCP office. Work involves processing claims for payment, reviewing claims for discrepancies and inaccuracies. Liaison to providers on claim corrections requests. Maintains current information for client referrals, active and retired case files with client information and claims paid. Data entry on Indigent Healthcare Solutions (IHS) software. Assists director with organizing and preparing reimbursement requests to the Texas Department of State Health Services, assisting with special projects as needed. Performs related work as required.

SUPERVISION RECEIVED AND EXERCISED:

Receives supervision from Director Indigent Health Care.

Exercises no supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Performs a wide variety of complex and confidential administrative duties for the Bastrop County Indigent Health Care Program.
2. Greets clients and conducts telephone or in-person screening for program eligibility, provides program information, and may assist with application completion, if needed.
3. Retrieves, sorts, and distributes incoming mail and prepares outgoing mail.
4. Reviews applications received for completion and submits to Deputy for processing. Maintains forms needed for processing applications.
5. Maintains resource information for distribution on referrals.

6. Assists director with organizing & processing case files for Medicaid reimbursements.
7. Maintains case filing system for active and retired cases, to include filing client information and invoices paid, and file archiving or disposal.
8. Maintains inventory of office supplies and submits requests needed monthly to Deputy.
9. Utilizes the IHCP software for data entry on registration of client's applications, bill processing, client or bill payment updates, verifying eligibility to primary care providers and entry of vendor notifications. All software training is done in house.
10. May be required to attend training meetings sponsored by the Texas Department of State Health Services, State annual conferences, or other local meetings relating to social services programs in the county.
11. Provides exceptional customer service to County employees and the public;
12. Works as part of a team and maintains a cooperative, helpful attitude towards fellow workers, supervisors, and the general public;
13. Maintains confidentiality and security of all Indigent Health Care information and systems;
14. Performs related work or duties as assigned by supervisor.

OTHER FUNCTIONS: Performs other job related duties as directed by supervisor(s). **Regular attendance is considered an Essential Function of this job.** **NOTE:** The essential functions describe the general nature and level of work being performed by employees holding this position. These is not intended to be a comprehensive listing of all duties and responsibilities required, nor are all duties listed necessarily performed by any one employee so classified.

MINIMUM QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

Policies, procedures and terminology, associated with the business of the Indigent Health Care Program, including data entry and retrieval using computer software programs;
Telephone techniques and etiquette;
Principles and procedures of record keeping;
Personal Computer skills and software, including Microsoft Office;
Professional Customer Service skills;
Proper English usage, spelling, grammar and punctuation;
Standard office policies, procedures, and equipment;
Bastrop County policies and procedures.

Ability to:

Maintain confidentiality of client information as related to Indigent Health Care or other aspects in regards to department personnel information;

Ability to work independently in the absence of supervision;
Type or word process at a speed necessary for successful job performance;
Perform responsible work involving the use of independent judgment and personal initiative;
Understand the organization and operation of the county and of outside county health care agencies as necessary to assume assigned responsibilities;
Maintain department files and records;
Prioritize work to be done and work under pressure and with deadlines;
Understand and carry out oral and written directions;
Respond to requests and inquiries from the general public;
Perform routine mathematical calculations;
Courteously greet and assist callers and visitors;
Communicate clearly and concisely verbally and in writing; and
Establish and maintain effective working relationships with other departments, county officials, and outside agencies.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Maintain effective audio-visual discrimination and perception needed for:

- Making observations, reading and writing, operating assigned equipment, and communicating with others;
- Employee must have visual abilities including close vision, distance vision, depth perception, peripheral vision, and the ability to adjust focus.

Maintain physical condition needed to accomplish the performance of assigned duties and responsibilities, which may include:

- Walking, sitting, or standing for long periods of time; Lifting and carrying materials weighing up to 25 pounds such as files or stacks of records; Occasional climbing, stooping, crawling, squatting, &/or kneeling.

Maintain mental capacity sufficient to accomplish the performance of assigned duties and Responsibilities, which may include:

- Handling stressful situations;
- Interpreting federal laws and regulations;
- Effective interaction and communication with others;
- Prepare clear and concise reports;
- Making sound decisions in a manner consistent with the essential job functions.

EXPERIENCE, EDUCATION, and LICENSING:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

- Two years working with the public through the telephone or direct contact;
- Two years of data entry; and
- Working knowledge of computers.

Education:

High School diploma or equivalent.

Formal application; rating of education and experience; oral interview; reference and other background checks; job-related tests may be required.

*** This position is subject to random and/or reasonable suspicion and/or post-accident testing for drugs and alcohol.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an “At Will” employment, and under no circumstances is a contract for employment.