

JOB INFORMATION

Effective Date	1/9/2023
Job Code:	4323
Job Title:	Patient Services Specialist II
Salary Grade/Structure:	150 - Support Staff
Career Level Name:	
FLSA Name:	Non-Exempt
EEO Code:	40-Clerical and Secretarial
Job Function:	Student Health & Wellness
Job Family:	Health & Medical
Job Summary	The Patient Services Specialists II supports the professional staff in the day-to-day operations of the Health Services Department. Serves as the initial front desk contact for students, faculty, staff, and visitors seeking services or information from the Health Services. Oversees Student Health Insurance eligibility information, processes insurance charge forms, and troubleshoots problems. Manage International Student Health Insurance Waiver program. Provides excellent customer and patient services support including managing the patient management filing system, telephone coverage, and a variety of other clinic/office duties.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred	
Associate's Degree	High School Diploma/Associate Degree in Healthcare Administration.	Required	
Bachelor's Degree	Bachelor's Degree in Healthcare Administration.	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Less than 3 yrs	Minimum of three (3) years' experience working in a medical office setting.	Required	
Less than 3 yrs	Minimum of one (1) year experience working in higher education specifically overseeing and coordinating student health insurance.	Required	
Less than 3 yrs	Minimum of one (1) experience working with International Student Health Insurance enrollment waiver process.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred
-------------------------	--------------------------------	------------	--------------------

Knowledge, Skills and Abilities

KSAs	Proficiency
<ul style="list-style-type: none"> Knowledge of medical terminology. Extensive public contact experience and expertise in differentiating practices of diverse populations. 	Basic
<ul style="list-style-type: none"> Educate International students with F1 and J1 Visa's about mandatory insurance coverage. 	Basic
<ul style="list-style-type: none"> Provide orientation programs and health insurance training sessions for new and returning F1 and J1 students. 	Basic
<ul style="list-style-type: none"> Maintain appropriate relationships with insurance counterparts in the Office of International Admissions and Programs (OIAP) to streamline processes and meet stakeholder (Insurance Holder) needs. 	Basic
<ul style="list-style-type: none"> Generate query of F1 and J1 Visa students eligible to waive. Download files to Academic Health Plan (AHP-Insurance Holder) for processing. 	Basic
<ul style="list-style-type: none"> Review approved and denied waivers, and waive insurance fees assessed to student accounts in PeopleSoft. 	Basic
<ul style="list-style-type: none"> Obtain AHP invoices for student accounts, review and modify accounts if necessary, forward invoices to UHCL General Accounting Department to start payment process. 	Basic
<ul style="list-style-type: none"> Excellent organization and presentation skills. 	Basic
<ul style="list-style-type: none"> Must have clear, precise, and effective oral/written communication skills. 	Basic

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> Manage International Student Health Insurance Waiver Program. This includes educating International Students with F1 and J1 Visa's about the mandatory insurance coverage, deadlines for compliance, application forms, and the waiver and appeals processes through counseling sessions. 	50%
<ul style="list-style-type: none"> Performs secretarial duties; makes appointments, adapts to changes in daily procedures, data entry, distributes mail, and provides phone coverage. Ensures confidentiality of all medical records and patient information. Reviews patient survey evaluations. 	20%
<ul style="list-style-type: none"> Verify insurance eligibility and medical benefits. Gather relevant data for insurance eligibility including all diagnosis codes and billable CPT codes. Student Health Liaison between patient and health insurance provider 	10%
<ul style="list-style-type: none"> Greet patients and visitors; answer questions, and resolve moderate to difficult problems; follow department guidelines on referring patients/visitors to appropriate RN staff. Create, retrieve and file medical records. Copies and distributes medical record information for doctors and patients maintaining HIPAA laws. 	10%
<ul style="list-style-type: none"> Provide administrative support to the UHCL Health Services Department and ensure customer service patients. Create and facilitate training materials, assist with maintaining forms and updating the Health Services website. 	5%
<ul style="list-style-type: none"> Performs other duties as required including assisting the Director clerically, and cross training as back up to other areas. 	5%

PRE-EMPLOYMENT

MVR:	No
------	----

Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description

