

Job Posting

Position: Medical Receptionist and Insurance Coordinator
30-40 hours per week, 9 Months (benefit eligibility dependent on number of hpw)
Estimated starting pay \$15.25-16/hour

Reports to: Director of Student Health Services

Statement of Mission:

Houghton University provides an academically challenging, Christ-centered education in the liberal arts and sciences to students from diverse traditions and economic backgrounds and equips them to lead and labor as scholar-servants in a changing world.

The Houghton University Student Health Center supports the overall mission of the University by providing high-quality medical care and health education to Houghton University students who are facing health related barriers to learning and personal development, in a manner that reflects Christ-like love, compassion, and humility.

Description of Mission Impact:

The Medical Receptionist/Insurance Coordinator plays an integral role in the Mission of the Health Center by helping students to smoothly access on-campus medical care and by assisting them with logistical issues related to other needed care, thus mitigating the barriers of worry, concern, or uncertainty that often accompany the navigation of complex medical systems.

Essential Functions:

- Manages daily flow of patients through the health center (scheduling, welcoming, preparing, prioritizing, etc.)
- Answers and prioritizes incoming health center phone calls and emails
- Provides administrative/clerical support to clinical staff (filing, uploading, updating EMR, HIPAA, records transfers, etc.)
- Coordinates medication delivery from local pharmacy
- Facilitates specialty referrals and lab/medical imaging orders
- Provides logistical support for students requiring off-campus care (medical rides, contact information, etc.)
- In conjunction with the nurse manager, monitors the collection of preparticipation evaluations for intercollegiate athletes, communicating compliance status with the athletic department to ensure compliance with NCAA policies
- In conjunction with the nurse manager, monitors the collection of health-related admission paperwork
- Confirms appropriate insurance coverage for international students, ensuring that they have at least the minimum requirements of coverage and have a U.S.-based company
- Works with the athletic department to confirm insurance coverage for student athletes
- Interfaces with insurance companies in order to obtain prior authorization for medical testing as needed
- Files and monitors athletic accident claims
- Provides support to students navigating insurance claim process.

Success Profile:

The ideal individual for this position will be a friendly, patient and thoughtful person capable of and comfortable with ...

- Providing a friendly and welcoming presence at the front desk.
- Working in a fast-paced environment, with the ability to manage multiple demands simultaneously, maintaining a calm and helpful demeanor at all times.
- Ascertaining needs and prioritizing tasks in an unpredictable environment, acting quickly to minimize disruption to office flow.

- Communicating clearly with students, parents, insurance representatives, and other medical personnel in person, by phone or through email, within the parameters of confidentiality (HIPAA/FERPA) policies,
- Working collaboratively with other members of the health center team to ensure that the highest level of medical care is provided to all patients/students.
- Tolerating interruptions without getting frustrated.

Minimum Requirements:

- Bachelor's degree preferred
- Computer and database management skills including Microsoft Office
- Familiarity with and experience in insurance utilization is desired
- Availability to work limited hours (4-8 hours/week) over the summer

Houghton University is fully committed to a culturally diverse faculty, staff and student body. Successful candidates will evidence similar commitments.

Houghton University is a Christ-centered, liberal arts and sciences institution of The Wesleyan Church, an evangelical holiness denomination rooted in the teachings of John Wesley. All employees are expected to share a set of values, convictions, and commitments that guide our life together. The University expects that all faculty and staff will respect the University's Vision of our Common Life, Doctrinal Statement, Wesleyan beliefs and core values, and adhere to its lifestyle expectations.

Application Procedure:

To apply please submit the following materials via email to: jobs@houghton.edu.

- (1) Cover Letter
- (2) Resume
- (3) 3 References
- (4) Answers to the following questions:

Please review the following documents:

<https://www.houghton.edu/a-vision-of-our-common-life/>

<https://www.houghton.edu/doctrinal-statement/>

<https://www.wesleyan.org/about/our-beliefs>

1. Please provide a brief description of your journey to personal faith in Jesus Christ and subsequent growth.
2. Please identify the church where you currently attend. In what ways are you currently participating in your local church or fellowship?
3. Are there any areas of Houghton's beliefs or practices that you find challenging or problematic? If yes, please explain.