

## Macoupin County



Public Health Department

# Current Job Openings as of May 11, 2022

## **Revenue Cycle Manager – Medical/ Behavioral Health & Dental (back-up)**

**Department: Administration**

**Reports to: CFO**

**Non-Union Position**

The Revenue Cycle Manager is responsible for maximizing the collection of medical services payments from patients, insurance, and third party carriers. The RCM is also responsible for the insurance eligibility processes, charge processing, claim submission, payment processing, collections and accounts receivable management, reporting of results and analysis, concurrent and retrospective auditing, proper coding, credentialing, insurance contract review and oversight, customer service, training and employee development relative to the revenue cycle, analytics, and all other revenue cycle management activities. In addition to the management of the revenue cycle, the RCM will also assist in clinic coordination, system training and problem solving, health, dental and behavioral health program development, overall clinic coordination and limited supervision, QI review, communication with staff and other entities, and system development.

### **EDUCATION, EXPERIENCE AND SKILLS REQUIRED**

- Graduation from a four-year college or university with a broad business or accounting emphasis, OR, at least two years of full-time administrative experience, preferably in a public health setting
- Ability to anticipate situations that require advance planning in order to avoid problems and/or errors
- Demonstrated effectiveness in written and verbal communication.
- Proficiency in Microsoft Office applications.
- Knowledge in Federal and State regulations.
- Accuracy and organization are a must.
- Familiarity with financial plans, Medicaid, Medicare and all private insurance companies.
- Strong organizational skills and communication skills required.
- Ability to maintain satisfactory working relationships with other employees and general public is a must.

### **ILLUSTRATIVE EXAMPLES OF WORK**

- Management oversight of all business related function of the patient visit from point of entry to accurate adjudication of the patients' accounts
- Adjudication of unpaid claims
- Unpaid claims report run regularly to show which claims have not yet been

processed by the billed insurance carrier. Claim status will be checked via phone call or online options, and properly adjudicated based on the claim status

- Specific areas of responsibility include Revenue Cycle Training, Credentialing, Claims Management, Billing, Collections, Patient Insurance, Date Processing, Integrity of Patient Accounts, Accounts Receivable Management, practice management system file maintenance, and third party revenue cycle vendors
- Responsible for provider reimbursement programs, policies, and strategies to ensure unit cost controls meet or exceed corporate objectives for medical cost containment
- Analyzes claims, utilization, and medical cost data
- Develops strategic, cost effective programs, and makes system or network changes to enhance competitive position
- Establishes internal goals and identifies external benchmarks
- Resolves escalated reimbursement issues with payers and systems for optimal management of account receivable
- Challenges the status quo and champions new initiatives
- Acts as a catalyst of change and stimulates others to change
- Paves the way for needed change
- Manages implementation effectively
- Steps forward to address difficult issues
- Puts self on the line to deal with important problems
- Takes ownership
- Develops, implements, maintains the Practice's Revenue Cycle Standard Operating Procedures (SOPs)
- May develop training materials to facilitate staff training of SOPs, systems metrics, government regulations, etc.
- Responsible for the overall coordination of front office duties including scheduling, check-in, and co-pay/co-insurance collection
- Identifies goals and vision for the team
- Guides individuals and teams towards priorities
- Coordinates resources and arranges organizational systems to meet objectives
- Develops and implements progressive short-term goals that align with the company's vision and business goals
- Cascades goals down to staff's annual objectives
- Attracts high caliber people
- Accurately assesses strengths and development needs of employees
- Gives timely, specific feedback and helpful coaching
- Provides challenging assignments and opportunities for development
- Responsible for interviewing, recommending hires, assessing performance, recommending salary changes, and progressive discipline
- Performs other duties as assigned

## **Revenue Cycle Coordinator - Dental Billing**

**Department: Billing/Administration**

**Reports to: Revenue Cycle Manager Dental, COO and CFO**

**Non-Union Position**

The Revenue Cycle Specialist Dental is a key member and contributor to the success of the Practice. This “attention to detail” position provides in depth support for all insurance related duties of the office to ensure all treatment/procedures ordered by the provider are covered under the patient’s insurance plan. The Revenue Cycle Specialist will work closely under the supervision of the Revenue Cycle Manager – Dental and will provide support to the Revenue Cycle Medical/Behavioral Health/Public Health Team on a regular basis.

### **EDUCATION, EXPERIENCE AND SKILLS REQUIRED**

- High School diploma or equivalent required.
- One year or more experience in Revenue Cycle/billing and claims adjudication required.
- Demonstrate effectiveness in written and verbal communication.
- Proficiency in Microsoft Office applications.
- Knowledge in Federal and State regulations.
- Accuracy and organization are a must.
- Familiarity with financial plans, Medicaid, Medicare and all private insurance companies.
- Strong organizational skills and communication skills required.
- Ability to maintain satisfactory working relationships with other employees and general public is a must.

### **ILLUSTRATIVE EXAMPLES OF WORK**

- Assist in the resolution of claims with the goal of increasing revenue for the clinic
- Research and resolution of denials and unpaid claims to avoid loss of aged AR.
- Research and resolution of all outstanding Accounts Receivable
- Posting of EOBs will reflect the processing of the claim by the insurance carrier in such a way that balances may be forwarded to the next responsible party, and in a way that all denials can be monitored through reporting by use of line item reason codes.
- All EOBs posted will be scanned to create an electronic batch based on the date they were posted
- Adjudication of all unpaid claims.
- Run reports regularly to indicate, via line item reason codes, what claims need re-worked to obtain further resolution based on how the claim denied.
- Run and complete required weekly and monthly reports to secure MCPHD’s financial health.
- Must be up-to-date on all vaccinations, including COVID-19
- Other duties as assigned.

## **Dental Assistant (Registered and/or Trainee)**

**Department: Dental**

**Reports to: Assistant Dental Director**

**Union Position**

Dental Assistant is responsible for working closely with the Dentist and/or Hygienist as needed. They will assist in providing dental care to the patients, perform duties chair side, four handed dentistry area. Dental Assistants will treat patients with courtesy and respect in a professional manner. Reports to the Clinical Director and Assistant Clinic Supervisor

### **EDUCATION, EXPERIENCE AND SKILLS**

- High School diploma or GED  
completion of training as a Certified Dental Assistant by the American Dental Association, or two years of experience as a Dental Assistant
- Computer knowledge and work experience beneficial
- good organization skills and good communication skills required
- Ability to deal tactfully with patients and others in various situation
- Ability to handle instruments and materials carefully and safely
- Basic Life Support (BLS)
- Requires ability to be mobile without limitations and to stand for long periods of time.
- Ability to lift, up to 40lbs is required.
- Ability to handle intermittent sitting, bending and reaching.
- May be exposed to bodily fluids during routine duties; must always wear gloves, safety goggles and other related safety equipment and follow proper exposure safety procedures
- Deals with radiography procedures and must follow related safety guidelines.
- Friendly, polite and outgoing with patients/visitors
- Ability to plan ahead and anticipate issues
- Must maintain appropriate knowledge of dental assisting through ongoing education and/or training
- Good skills at being attentive to the needs of patients/visitors and co-workers.
- Dependable and Consistent
- Other duties as assigned
- Ability to sit for lengthy periods is required.
- Good skills at being attentive to the needs of patients/visitors and co-workers.  
dependable and consistent
- Must be up to date on all required vaccinations, including COVID-19

## **Lead Dental Assistant**

**Department: Dental**

## **Reports to: Assistant Dental Director/Dental Program Supervisor Union Position**

Lead Dental Assistant is responsible for working closely with the Assistant Dental Director, Dental Clinic Supervisor, Dentists and/or Hygienist as needed. They will assist in providing dental care to the patients, perform duties chairside, four handed dentistry, along with the training and monitoring of all dental assistants at their location. Lead Dental Assistants will treat coworkers' and patients with courtesy and respect in a professional manner.

### **EDUCATION, EXPERIENCE AND SKILLS**

- Completion of training as a Certified Dental Assistant by the American Dental Association, or five years of experience as a Dental Assistant
- 1-year ERM Computer knowledge required
- Good organization skills with strong attention to details
- Strong communication skills, problem solving skills and conflict resolution skills required

### **ILLUSTRATIVE EXAMPLES OF WORK**

- Keep maintenance records and communicate with Assistant Dental Director to schedule maintenance needs.
- Communicate inventory needs with assistant dental director
- Organize and rotate dental materials
- Ability to train and assign dental assistants as needed
- Must deal professionally with coworkers, patients, and others in various situations
- Monitor skills of dental assistants, including annual competencies.
- Assist Dental Clinic Supervisor in defining goals and objectives of MCPHD dental assistants
- Demonstrate strong problem solving and conflict resolution skills
- Ability to handle instruments and materials carefully and safely
- Basic Life Support (BLS)
- Receive immediate training on HIPPA regulations and maintain an up-to-date knowledge of all HIPPA policies and procedures.
- Requires ability to be mobile without limitations and to stand for long periods of time.
- Ability to lift, up to 40lbs is required.
- Ability to handle intermittent sitting, bending and reaching.
- May be exposed to bodily fluids during routine duties; must always wear required PPE
- Follow proper exposure safety procedures
- Perform digital radiography procedures and follow all related safety guidelines.
- Ability to plan ahead and anticipate issues
- Must maintain appropriate knowledge of dental assisting through ongoing education and/or training
- Good skills at being attentive to the needs of patients/visitors and co-workers.

- Dependable and Consistent
- Must consistently demonstrate a high level of Integrity, Self-awareness, Ownership, and Responsibility.
- Must consistently demonstrate gratitude and empathy.
- Ability to delegate and be a team player, offering resources and autonomy to teammates. Strong coaching and monitoring skills, holding team members accountable.
- Desire to positively motivate their team members and provide them with positive direction, diffusing conflict or drama to promote a healthy, happy working environment.
- Serve as a role model for all employees through adherence to positive support of all Macoupin County Public Health Department policies, programs and activities
- Knowledge of all Macoupin County Public Health personnel policies and procedures
- Works with Human Resources to conduct employee evaluations and to resolve employee issues
- Other duties as assigned

## **LCSW Licensed Clinical Social Worker**

**Department: Medical/Behavioral Health**

**Reports to: Assistant Behavioral Health Director**

**Non-Union Position**

The LCPC or LCSW is responsible for providing direct patient care including assessment, educational and therapeutic mental health services to children, adolescents and adults as allowed within their scope of service. The LCPC or LCSW works as part of a collaborative team and works in conjunction and consultation with a licensed Psychiatrist and a Family Practice Physician. Reports to the Clinical Director

## **EDUCATION, EXPERIENCE AND SKILLS**

- Graduate of accredited program for Master's Degree Counselor.
- Current Licensure to practice in the state of Illinois. Must be certified to work with children and adults.
- At least one year of supervised experience providing direct service in a clinical setting.
- Experience in an integrated behavioral health and primary care organization a plus.
- Maintain certification through appropriate credentialing bodies.
- Must possess professional knowledge of psychiatric principles, practices, and process gained through extended clinical study and experience in order to provide psychiatric care to clients.
- Must possess the ability to maintain strict client and organizational confidentiality, adherence to standards for mental health record keeping and HIPAA requirements.
- Must possess excellent communication skills.
- Must be up to date on all required vaccinations, including COVID-19

## **ILLUSTRATIVE EXAMPLES OF WORK**

- Provide mental health assessments, education and treatment plans in identified areas and

maintain appropriate health records.

- Provide therapy consistent with medical evaluation, treatment plan and current standard of practice.
- Refer clients for more specialized or inpatient interventions as clinical situations dictate
- Participate in a team management approach to patient care/treatment.
- Familiarity with financial plans, Medicaid, Medicare and all private insurance companies.
- Strong organizational skills and communication skills required.
- Ability to maintain satisfactory working relationships with other employees and general public is a must.
- Must be up to date on all required vaccinations, including COVID-19

## **Environmental/Janitorial**

### **Department:**

**Reports to: Maintenance Coordinator**

### **Union Position**

Janitor is responsible for cleaning and maintaining buildings.

## **EDUCATION, EXPERIENCE AND SKILLS REQUIRED**

- No Experience required
- Ability to understand and be compliant with HIPPA Guidelines
- Physical endurance which includes lifting heavy objects, bending, squatting and standing for extended periods of time
- Good knowledge of safety procedures as well as experience working with chemicals, good handling of tools, mechanical skills and adherence to safety measures
- May be exposed to bodily fluids in the event of emergencies but not as a normal part of the job
- Responsible for sweeping, cleaning, mopping, dusting, vacuuming, emptying waste bins, clean windows, doors, glasses and mirrors
- Responsible for resupplying or restocking restroom paper products and toiletries such as air freshener, towels and soap
- Periodic duties include waxing the floors
- Periodic inspection of utilities such as smoke detectors, HVAC vents, filters
- Seasonal duties such as trimming shrubs, cutting grass, snow removal
- Inspecting areas that may need maintenance such as replacing light bulbs and other minor repairs
- Member of the Risk Management Team
- Other duties as assigned

## **ILLUSTRATIVE EXAMPLES OF WORK**

- Take good care of the building and follow safety procedures

- Maintain the supply and equipment needed for cleaning duties
- Meet with any authority in the building to make request for items needed for work
- Friendly and outgoing
- Good skills at being attentive to the needs of patients/visitors and coworkers
- May be exposed to bodily fluids in the event of emergencies but not as a normal part of the job
- Must be up to date on all required vaccinations, including COVID-19

## **School Linked School Counselor**

**Department: Medical/Behavioral Health**

**Reports to: Assistant Behavioral Health Director**

**Non-Union Position**

The school counselor advises and counsels students regarding short-term social and emotional challenges. The counselor will assist in identifying students who may need targeted or intensive services, and coordinates with behavioral health specialists. Provides brief counseling to address social and emotional concerns and appropriately refers students to behavioral health specialists. Consults, facilitates, and maintains communication with parents, teachers, administrators and pertinent agents.

### **EDUCATION, EXPERIENCE AND SKILLS**

- A Bachelor's degree from an accredited college or university in social work, psychology or closely related mental health discipline.
- Elementary knowledge and skills relative to diagnosis and treatment of emotional/mental disorders
- Elementary knowledge and skills in working with and utilizing community resources
- Elementary knowledge and skills of the dynamics of casework, group work and community organizations
- Ability to accept and utilize supervision and consultation
- Ability to maintain satisfactory working relationships with other employees and general public
- Ability to perform intake, conduct diagnostic interviews and provide counseling services
- Knowledge and experience with Electronic Medical Records is required

### **ILLUSTRATIVE EXAMPLE OF WORK**

- Communicates, coordinates and collaborates with behavioral health specialists on developing and implementing student support systems
- Ability to organize tasks and manage time to meet many and varied deadlines
- Communicate effectively with students, parents, school administrators and other staff, including the ability to discuss topics which may be sensitive
- Assists with assessments, intake and patient monitoring
- Provides emergency and crisis intervention services in consultation with assigned supervisor



- Participates in clinical staff meetings
- Provides counseling service to individual clients, groups and families
- Prepares client records, reports, data and required statistics
- Attends and contributes to public education and informational activities
- Receive immediate training on HIPAA regulations and maintain an up-to-date knowledge of all HIPAA policies and procedures
- Willingness to be cross trained to provide other integrated services as needed
- Has read, reviewed and agrees to work and support the mission statement of MCPHD
- Satisfactorily completes and attends training required for job responsibilities
- Reports any suspected child abuse/neglect to Department of Children and Family Services (DCFS)
- Must be up to date on all required vaccinations, including COVID-19
- Any other duties as assigned.

### **Substance Abuse Case Manager/Crisis Counselor**

**Department: Medical/ Behavioral Health**

**Reports to: Substance Abuse Program Manager**

**Non-Union Position**

Under direct supervision of a Licensed Clinical Social Worker, the Case Manager/Crisis Counselor provides assessment and case management, diagnostic and counseling services for a designated client population concentrating on public health and health center patients and maternal and child health participants in the areas of mental health, alcoholism, substance abuse, domestic violence, dealing with extreme stress and/or other community health programs.

### **EDUCATION, EXPERIENCE AND SKILLS REQUIRED**

- A bachelor's degree from an accredited college or university in social work, psychology or closely related mental health discipline.
- A minimum of two years or more experience in family health, mental health and/or substance abuse care.
- Elementary knowledge and skills relative to diagnosis and treatment of emotional/mental disorder, alcoholism and/or substance abuse.
- Elementary knowledge skills in work and utilizing community resources
- Elementary knowledge and skills of the dynamics of casework, group work and community organization
- Ability to accept and utilize supervision and consultation
- Ability to maintain satisfactory working relationships with other employees and the general public
- Ability to perform intake, conduct diagnostic interviews and provide counseling service, including crisis intervention and case management
- Knowledge and experience with Electronic Medical Records is required

## **ILLUSTRATIVE EXAMPLES OF WORK**

- Screen client requests for service as a regularly assigned intake worker; makes appropriate referrals.
- Assists with assessments, intake and patient monitoring
- Provides emergency and crisis intervention services in consultation with assigned supervisor
- Participates in clinical staff meetings
- Provides counseling service to individual clients, groups and families
- Prepares client records, reports, data and required statistics
- May make home visits
- Attends and contributes to public education and informational activities
- Receive immediate training on HIPAA regulations and maintain an up-to-date knowledge of all HIPAA policies and procedures
- Willingness to be cross trained to provide other integrated services as needed
- Has read, reviewed and agrees to work and support the mission statement of MCPHD
- Satisfactorily completes and attends training required for job responsibilities
- Reports any suspected child abuse/neglect to Department of Children and Family Services (DCFS)
- Must be up-to-date on all vaccinations, including COVID-19
- Performs other duties as assigned

### **Psychiatric Nurse Practitioner**

**Department: Medical/Behavioral Health**

**Reports to: Behavioral Health Director**

**Non-Union Position**

The Psychiatric Nurse Practitioner is responsible for providing direct patient care including diagnostic, preventive, educational and therapeutic mental health services to children, adolescents and adults. The Psychiatric Nurse Practitioner works as part of a collaborative team and works in conjunction and consultation with a licensed Psychiatrist and a Family Practice Physician.

## **EDUCATION, EXPERIENCE AND SKILLS REQUIRED**

- Graduate of accredited program for Advanced Nurse Practitioner
- Current Licensure to practice in the state of Illinois. Must be certified to work with Children.
- At least one year of supervised experience providing direct service in a clinical setting.
- Experience in an integrated behavioral health and primary care organization a plus.

- Maintain certification through appropriate credentialing bodies.
- Must possess professional knowledge of psychiatric principles, practices, and processes gained through extended clinical study and experience in order to provide psychiatric care to clients.
- Must possess the ability to maintain strict client and organizational confidentiality, adherence to standards for mental health record keeping and HIPAA requirements.
- Must possess excellent communication skills.
- Must be up to date on all required vaccinations, including COVID-19

### **ILLUSTRATIVE EXAMPLE OF WORK**

- Provide medical assessment, care and appropriate referral of patients.
- Meets regularly with the School Linked Health Center staff and Medical Director to review quality of program, review relevant clinic data, and makes recommendations regarding current and future operations.
- Meets regularly with the Clinic Administrator/Clinic Director to review quality of patient care, policies and procedures and assess marketing initiative.
- Attends appropriate meetings and serves on required committees as deemed necessary for the overall benefit of the School Linked Health Center.
- Supports the philosophy, mission, and goals of the Maple Street clinic Federally Qualified Health Center and the Certified School Linked Health Center.
- Relates in a positive constructive manner with all patients, clinic staff, supervisors and others as deemed necessary for the performance of the job as Nurse Practitioner.
- Maintains confidentiality with regards to all patient information.
- Receive immediate training on HIPAA regulations and maintain an up-to-date knowledge of all HIPAA policies and procedures.
- Willingness to be cross trained to provide other integrated services as needed.
- Has read, reviewed and agrees to work and support the mission statement of the MCPHD.
- Satisfactorily completes and attends trainings required for job responsibilities.
- Reports any suspected child abuse/neglect to Department of Children and Family Services (DCFS).
- Reports suspected elder abuse to Department of Aging and other appropriate authorities.
- Reports suspected domestic violence/rape to appropriate agencies/authorities.
- Prompt referral to Medical Director of emergency/urgent patient visits to the clinic for prompt formulation of medical management and triage.
- Prompt referral of psychiatric patients with suspicion of lethality to Medical Director and Mental Health facility for immediate medical management triage.
- Perform medical screening programs for preventive care as directed by the Macoupin County Public Health Department Administrator.
- Provide mental health assessments, diagnosis, and treatment plans in identified areas; lifesaving and support measures in emergency situations; provide medication management for patients and maintain appropriate health records.
- Prescribe pharmaceutical therapy consistent with medical evaluation, treatment plan and current standard of practice.

- Refer clients for more specialized or inpatient interventions as clinical situations dictate
- Participate in a team management approach to patient care/treatment
- Maintain appropriate files; develop and follow through on treatment plans within organizational guidelines; and prepare reports on the clinical management of patients
- Maintain quality care through participation in peer review, policy development and quality improvement programs
- Maintain appropriate documentation of clinical and counseling services, including all necessary billing information
- Ensure accurate and consistent use of encounter forms of all client contacts with behavioral health providers to ensure accurate billing of third party resources
- Maintain and update professional knowledge and proficiency through continuing education, staff meetings, workshops and serving on special committees.
- Must be up-to-date on all vaccinations, including COVID-19
- Performs other duties as assigned consistent with those outlined above

### **Registered Dental Hygienist**

**Department: Dental**

**Reports to: Assistant Dental Director**

**Union Position**

Responsible for removing plaque from and polishing a patient's teeth during a routine checkup. Screening patients, reviewing a patient's oral health history and teaching appropriate brushing and flossing techniques. Provide services based on prevention and the hygiene of the mouth, teeth and gums. Identify and treat early signs of gum disease.

Reports to the Clinical Director and Assistant Dental Director.

### **EDUCATION, EXPERIENCE AND SKILLS REQUIRED**

- High School diploma or GED
- Completion with diploma from a recognized Dental Hygiene Program State of Illinois License
- A minimum of 1 year of supervised experience providing direct service in a clinical setting
- Maintains certification through appropriate credentialing organizations
- Must possess professional knowledge of oral health principles, practices and processes
- Computer knowledge and work experience beneficial
- Good organization skills and good communication skills required
- Ability to deal tactfully with patients and others in various situation
- Ability to handle instruments and materials carefully and safely
- Basic Life Support (BLS)
- Requires ability to be mobile without limitations and to stand for long periods of time.
- Ability to lift, up to 40lbs is required.
- Ability to handle intermittent sitting, bending and reaching.

- May be exposed to bodily fluids during routine duties; must always wear gloves, safety goggles and other related safety equipment and follow proper exposure safety procedures
- Deals with radiography procedures and must follow related safety guidelines.
- Friendly, polite and outgoing with patients/visitors
- Ability to plan ahead and anticipate issues
- Dependable and Consistent

#### **ILLUSTRATIVE EXAMPLE OF WORK**

- Provide professional dental care to the patient
- Works closely with the Dentist and/or Hygienist as needed
- Performs duties in the chair side, four handed dentistry area
- Contributes to the goal that patients are treated with courtesy and respect in a professional manner by all dental staff
- Must be up-to-date on all vaccinations, including COVID-19
- Other duties as assigned.

**Send your Resume or Applications available in Human Resources or with the Chief Executive Officer.**