



The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 127-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

We invite applications for the following position:

REGISTRATION & PAYMENT PROCESSOR

Salary range: CI\$36,600 – CI\$49,260 per annum

The Registration and Payment Processor performs cashiering functions associated with capturing accurate information for all patients, collecting, and receiving payments from patients in a point of service environment and calculating and collecting co-pay insurance and over the counter payment of outstanding bills.

Primary Responsibilities: The successful candidate will register patients and ensure that their personal and insurance information is correct at each visit. He/she will enter registration information into the Cerner computer system and may include scheduling appointments using a computerized scheduling program. The candidate verifies insurance information for each patient by corroborating coverage via online access or phone calls to various commercial insurance companies. This includes calculating and collecting co-payments from patients based on insurance coverage and maintaining a daily float.

Qualifications & Experience: The successful candidate should possess a High School Diploma and a minimum of three (3) years' experience in a similar setting handling cash. The candidate must have good organizational skills and the ability to multi-task and remain calm in a busy environment. Must be detail oriented and have good computer skills and excellent customer service skills. As a 24-hour essential service, applicants are required to work shifts (7am-3pm, 3-11pm and 11pm-7am), evenings, weekends, and public holidays on a rotational basis.

A remuneration and benefit package, commensurate with experience and qualifications will be offered to the successful candidate.

NOTE: Incomplete applications will not be considered. All applicants must complete and submit an HSA Application Form, via e-mail to hsa.jobs@hsa.ky using pdf format. Log on to our website at www.hsa.ky to access Application Form and Job Description.

Application deadline: October 13, 2024

Committed to Caring for You



Job Description

Job title	<i>Registration & Payment Processor</i>	Job Holder	
Reports to	<i>Registration Supervisor</i>	Section	<i>Patient Financial Services</i>

Background Information

The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 127-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

Job purpose

Registration & Payment Officers (RPO) are the hospital’s admission officers. They are responsible for greeting patients, gathering, and ensuring patient’s demographic and insurance information are accurately captured in a timely manner. Additionally, the RPO provides answers to patients and visitors’ questions regarding the hospital services etc.

Registration & Payment Officers should possess superior communication and customer service skills and should also possess strong work ethics and be committed to patient confidentiality. Additionally, RPO must always remain calm and efficient in a fast-paced environment where time is of essence.

Registration & Payment Officers are responsible for the verification of patient’s insurance eligibility and other forms of reimbursement along with collection of monies due at the point of service. All RPOs receive cross-function training to support all areas of the registration process. The RPO will perform all activities in support of the strategies, vision, and core values of the hospital.

The Registration & Payment Officer performs several administrative functions in addition to collecting and processing payments, which includes balancing a cash drawer.

Dimensions

This post holder reports directly to the Registration Supervisors/Manager and has no supervisory role.

Duties and responsibilities

- Meet all daily, weekly, and monthly performance targets as set by the Registration Supervisors and Registration Manager.
- Accurately gather and enter patient’s information into the hospital’s information system.

- Responsible for the verification of patients' information, which includes (i) the verification of patients' insurance, (ii) the collection of patients' current mailing and physical address/phone number, (iii) patients' employment information and (iv) the collection of patients' co-pay and/or outstanding balances owed to the hospital.
- Ensure patients properly complete and sign all relevant responsibility forms and regulatory documents as per hospital rules and regulatory compliance.
- Explain payment options to the patient and refer them to the PFS department for further consultation if needed.
- Calculate all co-pays, do collections, process payments and issue accurate receipts for monies collected.
- Ensures that all insurance and patient payments are properly posted to the respective patient account on the same day received.
- Keep an accurate record of payments received and provide the patients with the relevant documentation to facilitate reimbursement from insurance providers if applicable.
- Maintain and balance cash drawer / float and must conform to set documented procedures and guidelines set forth by the HSA especially cash handling.
- Greet patients in a professional courteous manner providing direction/information when needed
- Be present and available at the assigned shift area during specified work hours (various shifts).
- Prepare a daily reconciliation of payments posted to patients' accounts, and forward to the Reconciliation Clerks.
- Performs any additional duties as directed by the Registration Supervisors or the Registration Manager
- Must be attired as per organization standards
- Must be punctual for all assigned shifts
- Must complete all end of shift procedure requirements

Reports to be managed DAILY

- Cashier's Cash Report
- Encounters by User w/charges CERNER report
- Float verification Form
- Daily Cash Report
- End of Shift Reconciliation Template

Qualifications, Experience & Skills Requirement

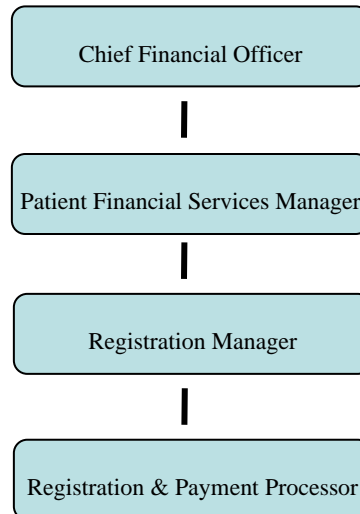
- Evidence of a High School Diploma
- Possess a minimum of three years' experience handling cash, credit cards and cheques
- Experience in patient/customer registration, insurance verification or both, would be an asset
- Microsoft Suite and other accounting programs knowledge

Skills and abilities:

- Possess superior customer service skills and the ability to multi-task and remain calm in a busy environment.
- Solid arithmetic skills and experience handling cash and performing end of shift procedures.

- Be detail oriented, have excellent computer skills and strong organizational abilities.
- Be fluent in English; the ability to speak a second language would be an asset.
- Ability to remain calm and professional, even in highly stressful situations.

Reporting Relationship



Direct reports

There is no supervisory responsibility for the post.

Other Working Relationships

- Liaise with other cost centers within the H.S.A
- Other Departments of Government

Decision Making Authority and Controls

Decision-making occurs within the scope of the postholder's responsibilities.

Working conditions

This is an office environment and staff will be scheduled to work on a shift basis various time of the month/week. This includes overnight work 11pm-7am, 3-11pm and 7-3pm shifts. Working on the weekends is essential along with public holidays. Occasionally staff will also be on call. The nature of the work has peaks of high stress and fluctuating workloads. The job is repetitive in nature but may require exceptional tasks to be perform which is usually associated with good customer service standards.

Physical requirements

The position requires the incumbent is required to stand for extended periods of time, do repetitive tasks with few breaks, and so forth.

Problem/Key Features

The position requires the post-holder to effectively manage stress in a high-paced environment and manage persons/patients of various levels and from differing backgrounds.

The position may also require periodic work outside of normal business hours to complete assigned tasks and meet agreed deliverables. The requirements of the position are time sensitive and require excellent customers service and time management skills.

Evaluation Metrics

- 100% Collections of co-pays and Self-Pay payment
- Zero (0) infraction monthly
- Consistently punctual for assignments
- Consistently accurate with the submission of end of day reports and all required documentation

Approved by:	
Date approved:	
Reviewed:	<i>CHRO 14/3/22</i>
Next Review	
Signature of post holder	
Signed date	