

LINDA FERRARIO	DOROTHY EPPS	CONNIE ANDERSON	LUCIANA ROCHA	MARIA VIVANCO		LUANNE GEERDES	KARRIE MCCREA	SANDRA GERLITS
					INTERFUND GOV TRANSFERS			
					WORKGROUP MANAGER			
					SET UP NEW USERS			
					INSTALLS SOFTWARE			
					TROUBLESHOOT PROBLEMS			
					MAIN I/S LIAISON FOR DEPT.			
					ELECTRONIC BILLING			
					EMC PROCESSING			
					WORK DENIALS & REBILL CLAIMS			
					SOFTWARE VENDOR LIAISON			
					TROUBLESHOOT PROBLEMS			
					ELECTRONIC PAYERS ADD/EDIT/LIAISON			
					MEDICAL MGR / ACCOUNTING			
					MM REFUNDS / AP WARRANTS			
					UPDATE FORMS/CHARGE SLIPS			
					MEDICAL MGR PRICE TABLES			
					PROCEDURE CODES ADD/EDIT			
					ACCT ADJUSTMENTS			
					MEDICAL MANAGER / INSURANCE			
					WORK MAA DENIALS			
					TRAIN STAFF - DATA ENTRY			
					INSURANCE BILLING RULES			
					DSHS PRICE/CODE OVERSITE			
					MEDICAL MANAGER POSTING			
					STD/HIV CHARGE SLIPS - SA1 SA1 enters charges from a form with the required date entry information already pre-printed by SA2 for them to use. This includes taking payments at the counter, writing down fees according to income guidelines, accepting 'billings' for services such as an agency agreeing to pay for some lab test the staff should receive.			
					STD/HIV CHARGE SLIPS - SA2 SA2 ensures all the data entry information printed on the forms are accurate, that the fee/code tables within Medical Manager have been updated, that what we are charging is on the Commissioners Fee Schedule, that the most current DSHS and Outside Lab fees are reflected on the charge slips, etc.			
					FIRST STEPS (NURSE LOGS)			
					CLINIC 3RD PARTY - SA1 enters charges from a form with the required date entry information already pre-printed by SA2. Part of the client intake process done by SA1 includes accepting an authorization to bill the outside agency for services the client will receive. SA1 makes sure the form is accurate, timely and complete with signatures.			
					CLINIC 3RD PARTY - SA2 generates invoices after all the posting has been completed by SA1, receives payments, tracks outstanding accounts for collection agency referral, disputes charges with vendor, ensures that charge slips have the information that the SA1 will need for posting, ensures that the payment and code tables in Medical Manager have accurate data, and ensures we are charging fees according to the Commissioners Fee Schedule.			

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					DUPE MED MGR ACCOUNTS			
					FAMILY PLANNING - The SA1 posts payments and updates demographic fields in Medical Manager. The SA1 makes sure that the DSHS Coupon # is written on the form, which is part of the intake process. The SA1 assists the client in filling out the Take Charge application.			
					FAMILY PLANNING - The SA2 handles all insurance billing related to Family Planning; sends accurate claim information to DSHS electronically, ensures we are using the current codes and charges current prices, calls clients for information if intake didn't capture what was needed. Reviews DSHS denials, updates the database with correct information, resubmits the claim for electronic billing, receives payments, and makes sure we are posting \$ to the correct account. The SA2 will make sure all the information on the Take Charge application is accurate and complete, and if not works with the client and DSHS, and enters the application online in State Database to			
					TB PAYMENTS WAIVES & DATABASE - The SA1 takes payments, updates demographic fields in Medical Manager, and enters skin test results in TB Module within Medical Manager. SA1 enters data from forms already printed with the required data entry information (received from SA2). The SA1 posts 3rd party claims to client accounts (charge and price), entering charges from forms already printed with the required date entry information (received from the SA2). The SA1 makes sure that the 3rd party charge authorization received from the client is accurate, timely and complete with appropriate signatures.			
					TB PAYMENTS WAIVES & DATABASE - The SA2 maintains and updates the authorization template, and adds and maintains all billing 'plans' into Medical Manager, without which the SA1 cannot add charges to the account). SA2 generates invoices, receives payments, tracks outstanding accounts for collection agency referral, disputes charges with vendor. SA2 ensures all the data entry information printed on the forms are accurate, that the fee/code tables within Medical Manager have been updated, that what we are charging is on the Commissioners Fee Schedule, that the most current DSHS and Outside Lab fees are reflected on the charge slips, etc. The SA2 handles all related insurance billing; sends accurate claim information to DSHS electronically, ensures we are using the current codes and prices, calls clients for information if intake didn't capture what was needed. Reviews DSHS denials, updates the database with correct information, resubmits the claim for electronic billing, receives payments, and makes sure we are posting \$ to the correct General Ledger account.			
					IZ RECALL NOTICES			
					IMMUNIZ HISTORY			
					IMMUNIZ WAIVES			
					CASH / DAILY			
					PAYMENTS & RECEIPTS			
					FILE CASH RECEIPTS (CASHIERS SUBMIT)			
					UPRIVER RECEIPTING			

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					RECEPTION			
					TELEPHONES (4 Rings Max or Put on Hold)			
					TELEPHONE PRIMARY 12:00-2:00			
					COUNTER (always 1 person present)			
					RECORDING MAIN LINES			
					ADMIN OTHER			
					COPIER & FAX MAINT. / FIX ERRORS			
					COPIER METER - MTHLY READING			
					PROGRAM FAX SPEED DIALS			
					DEPT. INVENTORY			
					DAILY LOBBY SETUP			
					DAILY FORMS COPIED FOR STOCK			
					DEPT MAIL			
					DAILY MAIL DISTRIBUTION			
					INTEROFFICE MAIL			
					MAILBOX NAMES			
					DEPT. PHONE LIST (ALSO ON WEB)			
					DISTRIBUTE FAXES			
					ACCEPT SHIPMENTS / VERIFY PACK SLIP			
					<i>DRUG SHIPMENTS NOT OPENED</i>			
					<i>DELIVER PERISHABLE SHIPMENTS</i>			
					OFFICE SUPPLIES			
					ORDER/RETURN SUPPLIES			
					MAINTAIN STOCK / SUPPLY ROOM			
					INSIDE FOOD HANDLER PERMITS			
					SETUP LOBBY			
					DAILY COPIES OF FORMS			
					TEST,PAYMENT,RECEIPT,ISSUE CARD			
					FOOD DATABASE ENTRY			
					TROUBLESHOOT EQUIPMENT			
					OUTSIDE FOOD HANDLER PERMITS			
					HANDLE PACKETS			
					CORRECT TESTS, ISSUE CARDS			
					RECEIPTS, DATABASE ENTRY			
					FOOD DATABASE ENTRY			
					FILING COMPLETED TESTS			
					VITAL RECORDS - BIRTHS			
					SETUP LOBBY			
					MAKE DAILY FORM COPIES			
					ORDER STATE FORMS			
					ISSUE @ COUNTER			
					ISSUE FROM MAIL			
					PENDING BIRTH CERTS			
					FILING COMPLETED APPS			
					NOTARY PUBLIC FOR AFFIDAVITS			
					VITAL RECORDS - DEATHS			

