ASSOCIATION OF COMMUNITY CANCER CENTERS

FINANCIAL ADVOCACY NETWORK

PATIENT FINANCIAL ADVOCATE

PAYROLL TITLE: PATIENT FINANCIAL ADVOCATE
UNIT AND AREA:
POSITION NUMBER:
REVISION DATE:
DEPT TITLE:

JOB SUMMARY:

The Patient Financial Advocate is responsible for assisting patients and/or families to access financial resources. The Advocate assists Social Services with guidance to those patients who may qualify for assistance through state, county, and federal programs. The Advocate is also available to patients and families to answer questions regarding their insurance give estimates of co-pay amounts, and to aid patients in obtaining prior authorizations for services.

DUTIES AND RESPONSIBILITIES

PROFESSIONAL

1. Assist appropriate patients and families to explore options for financial assistance for medical services with referral to Social Services when appropriate.
2. Follow up with appropriate patients and families for financial assistance needs.
3. Obtain necessary insurance information for patients. Answer questions or directs patients to appropriate staff members for questions regarding insurance, billing, payment, and/or collection arrangements.
4. Meet with patients to discuss estimated costs of therapies.
5. Work closely with patients and Patient Financial Services (PFS) to resolve account balance issues and establish payment plans.
6. Obtains needed prior insurance authorization for diagnostic tests (i.e., PET Scans and Medical Imaging).
7. Develop appropriate templates of charges by care regimen to assist patients.
8. Refer patients to Social Services for “free drug replacement” from pharmaceutical companies.
9. Assist Social Services with HLA testing authorization for BMT patients.
10. Complete Disability and Medical Necessity forms to assist patients.
11. Perform other duties and responsibilities as assigned.

PROFESSIONAL COMMUNICATION

1. Maintain confidentiality in matters relating to patient and family.
2. Interact with patients and families with a variety of developmental and socio-cultural backgrounds.
3. Provide information to patients and families to reduce anxiety and convey an attitude of acceptance, sensitivity, and caring.
4. Maintain professional relationships and convey relevant information to other members of the healthcare team within facility and any applicable referral agencies.
5. Initiate communication with peers about priorities.
6. Relay information appropriately over telephone, pagers, and other communication devices.

TEAMWORK

1. Accept assignments based on workload, priorities, and the qualifications and competencies of self and of other staff members.
2. Work closely with other staff, coworkers, peers, and other members of the healthcare team to ensure a positive and effective work environment.
3. Report to appropriate personnel regarding assignments and projects.
4. Initiate problem-solving and conflict resolution skills to foster effective work relationships with peers.
5. Report to work on time and as scheduled.

PROFESSIONAL DEVELOPMENT

1. Attend staff meetings, in-services, and continuing education.
2. Contribute to annual reviews of peer performance as requested by the unit or area supervisor, manager, or director.
3. Assist in the development of indicators, thresholds, study methods, and data collection as assigned.
4. Respond to problems and opportunities to improve care and customer service.
5. Support involvement in the hospital’s Performance Improvement (PI) initiatives.
6. Participate in and maintain competencies required for the position and specific unit or area(s) of assignment.

JOB REQUIREMENTS

A. Bachelor's degree in social work or related field
B. If individual has BSW, he or she will continue to obtain current licensure to practice in state, or the ability to obtain a license within six months.
C. Excellent communication skills to include oral and written comprehension and expression.
D. Ability and willingness to exhibit behaviors consistent with standards for performance improvement and organizational values (e.g., efficiency and financial responsibility; safety; partnership and service; teamwork; compassion; integrity; and trust and respect).
E. Ability and willingness to exhibit behaviors consistent with principles for service excellence.
F. A minimum of two year's experience in health related agency or completion of field placement in healthcare setting.
G. Awareness of philosophy of care as it relates to Patient Financial Services.
H. Demonstrate knowledge of current resources and programs to assist the patient's need for financial resources, i.e., Social Security Disability programs.
I. Demonstrates ability to act with sensitivity as a patient advocate.
J. Demonstrates interview skills and clearly defines the problems and concerns to patients and family systems as related to medically-related financial needs.