

Patient Accounts/Access Services Career Path Policies

Access Services — Level 2	Patient Accounts — Level 2
1. Performance Appraisal score of 2.62 or better (provide score sheet of evaluation).	1. Performance Appraisal score of 2.62 or better (provide score sheet of evaluation).
2. 10 hours of continuing education in the current calendar year with a minimum of 3 hours in customer service . Career Path Coordinator will determine what is customer service.	2. 10 hours of continuing education in the current calendar year with a minimum of 3 hours in customer service . Career Path Coordinator will determine what is customer service.
3. Completion of Preceptor Self-Study Program . (*worth 1.75 CEUs)	3. Completion of Core Trainer certification .
4. Completion of cross training and proficient in at least 1 other area of the department . Must exceed 70% of the position-specific competencies in the current job description of the area in which the candidate claims proficiency as rated by the supervisor of that area.	4. Completion of cross training and proficient in at least 1 other area of the department . Must exceed 70% of the position-specific competencies in the current job description of the area in which the candidate claims proficiency as rated by the supervisor of that area.
5. 4 hours of shadowing in Patient Accounts or any other department willing to accommodate the applicant.	5. 4 hours of shadowing in Access Services, or any other department willing to accommodate applicant.
6. Provides 1 inservice to co-workers.	6. Provides 1 inservice to co-workers.
7. Participates in the process of development or revision of 1 department policy .	7. Participates in the process of development or revision of 1 department policy .
8. Obtains a Professional Reference Letter from Department Manager.	8. Independently manages a significant departmental activity .
	9. Obtains a Professional Reference Letter from Department Manager.

* If recommended reading is to be used toward continuing education, a newsletter article or presentation is required (2 CEU hours).

Source: Meridian Health, New Jersey.

Patient Accounts/Access Services Career Path Policies

Access Services — Level 3	Patient Accounts — Level 3
1. Performance Appraisal score of 2.85 or better (provide score sheet of evaluation).	1. Performance Appraisal score of 2.85 or better (provide score sheet of evaluation).
2. 12 hours of continuing education in the current calendar year with a minimum of 4 hours in customer service. Career Path Coordinator will determine what is customer service.	2. 12 hours of continuing education in the current calendar year with a minimum of 4 hours in customer service. Career Path Coordinator will determine what is customer service.
3. Only if candidate is bypassing Level 2 and working on Level 3 , candidate will need completion of cross training and proficient in at least 1 other area of the department . Must exceed 70% of the position-specific competencies in the current job description of the area in which the candidate claims proficiency as rated by the supervisor of that area.	3. Only if candidate is bypassing Level 2 and working on Level 3 , candidate will need completion of cross training and proficient in at least 1 other area of the department . Must exceed 70% of the position-specific competencies in the current job description of the area in which the candidate claims proficiency as rated by the supervisor of that area.
4. 8 hours of shadowing in Patient Accounts or any other department that will accommodate the applicant.	4. 8 hours of shadowing in Access Services or any other department that will accommodate the applicant.
5. Provides 2 inservices to co-workers.	5. Provides 2 inservices to co-workers.
6. Participates in the process of development or revision of 2 department policies .	6. Participates in the process of development or revision of 2 department policies .
7. Independently manages 1 significant departmental activity .	7. Independently manages 2 significant departmental activities .
8. Successful completion of CHAA certification exam or keeps current.	8. Successful completion of National Patient Accounts Technical certification exam and maintain .
9. Obtains a Professional Reference Letter from Department Manager.	9. Obtains a Professional Reference Letter from Department Manager.

Source: Meridian Health, New Jersey.