



6620 Highland Rd., Suite 240
Waterford Township, MI 48327
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Title: Medical Records Custodian
Reports to: Billing Manager

Position Summary: The Medical Records Custodian ensures that all medical records are organized, accurate and complete. This role has critical day-to-day reporting and document control responsibilities relating to patients, insurance companies and legal firms as it relates to medical record requests.

Job Specific Duties and Responsibilities:

- Own and execute the overall process of receiving and responding to medical records requests:
 - Receive medical record requests
 - Outline steps for addressing them to meet requested due dates
 - Work with internal and external parties to obtain patient records for response
 - Track status of fulfilment
 - Ensure internal alignment on responses before submitting
 - Ensure responses are complete and submitted timely
- Protect patient and company documentation and ensure overall HIPAA compliance at all times
- Ensures medical records overall are organized, accurate and complete.
- Creates digital copies of documents to be transferred and stored electronically within company software
- Streamline Medical Records retention to become more electronic and less physical, in accordance with compliance standards
- Establishes processes aligned with objectives of organization and accommodate processes of internal and external stakeholders for optimal efficiency
- Provide outstanding customer service to patients and develop and maintain positive working relationships with internal and external customers

Job Type

Full Time, Non-Exempt (hourly)

- Core hours: Monday – Friday 8:00-5:00
- Onsite position located in Waterford

What we offer:

- Competitive compensation commensurate with experience
- Benefits available on the first of the month following 30 days of employment:
 - Medical, dental, vision, life, LTD
 - Voluntary STD, HSA
- 401(k)
- PTO
- Holiday
- Helix Diagnostics offers an exciting opportunity for professional growth

Qualifications:*Required:*

- 3+ years professional experience in an accounting/office environment
- Experience in medical billing department highly desired
- Associate's degree or other professional certification highly desired

Knowledge, Skills, and Abilities:

- Strong attention to detail and organizational skills
- Effective project management skills
- Adept at handling projects according to high confidentiality standards (HIPAA)
- Ability to effectively implement change in a fast-paced environment
- Proficient with Microsoft Office applications
- Positive communication skills at all levels of the organization
- Excellent customer service skills

This position requires weekly COVID testing, is not remote-eligible and is based out of our Waterford, Michigan offices.

Who We Are:

Helix is a value-based, state-of-the-art clinical laboratory on a mission to elevate the lab space through compliance, high ethics, innovation and a best in class client experience. Helix incorporates the latest technology and methods to provide comprehensive diagnostics including toxicology testing, pathogen detection, blood testing and Pharmacogenomics (PGx) testing.

Expected Use and Disclosure of Protected Health Information:

Employees in this position are expected to have access to protected health information and other confidential business information from throughout the organization as is needed to fulfill their responsibilities in evaluating and reducing risk to the organization. No protected health information will be disclosed outside the organization unless specifically required by state or federal law.

*This document is intended to describe the general nature and level of work performed and the requirements of the position. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities of personnel so classified; nor is it intended to limit the right of any leader to assign or direct employees under his/her direction.