

## Patient Service Rep - PAMF

**Benefits:** Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

**Salary range:** \$24.00 to \$24.00 hourly  
**Employment status:** Contract / Temporary

### Description

#### Job Responsibilities/Specific Duties:

Under general supervision, operates as part of the care team performing a variety of functions such as greeting patients, patient registration, insurance coverage and eligibility verification, scheduling and telephone management.

- Provides front desk support and customer service satisfaction to patients in a courteous and professional manner in accordance with performance standards
- Ensures patients have been greeted, verified and have been checked in for their appointment.
- Responds to requests from patients, family members, physicians and staff members within a timely matter
- Offers additional assistance and communicate to staff if special needs are required for a patient, such as wheelchair access, interpreter, service animal or other special needs
- Provides and explains applicable waivers, paperwork, signatures needed for appointment
- Scans copy of patient's photo ID, insurance card and/or waiver when needed
- Schedules, registers and monitors patient appointments and information
- Verifies and updates existing patient accounts and notifies patient of any changes with their current account or co-pays.
- Accurately schedules, cancels, reschedules and confirms appointments at the time of request
- Determines type of appointment needed within department guidelines and Advance access
- Identifies accepted insurance plans and those requiring referrals
- Monitors the referral report and checks work pools to call patients being referred to the department
- Offers to schedule follow up appointments, if needed
- Accesses EHR to communicate to clinical staff members and/or physicians through telephone encounters using SBAR format and/or appropriate smart phrases in accordance with performance standards
- Manages EHR in-basket(s)
- Manages work queues and schedule templates as assigned in accordance with performance standards
- Records and transmits messages to staff through EHR according to department procedures
- Balances cash sheet and cash drawer in accordance with performance standards
- Accepts and records receipt of payment
- Completes daily deposit summary in accordance with performance standards
- Prepares monthly deposit summary in accordance with performance standards
- Operates a multi-line telephone console
- Responds to incoming calls from patients, family members, physicians and other staff members.
- Answers voicemails, callbacks and appointment reminders within a timely manner and within department guidelines
- Provides callers with general information such as directions, locations, department hours, etc.
- Follows the commitment to excellence and treats patients, families, visitors and each other with courtesy, dignity, respect and professionalism
- Completes clerical and other front desk support
- Provides orientation and training to new staff as assigned
- Performs additional duties which may include floating to other departments and or locations
- Participates in special projects as assigned

### Requirements

#### Requirements:

- 6 months - 1 year experience in Medical Office or Claims environment?
- Epic Experience
- Ability to concentrate and pay close attention to details when verifying information and procedures
- Basic math skills necessary to collect payments and balance cash drawer
- Bilingual in one other language
- Experience in a customer service position
- 6 Months Graduate of a Medical Receptionist Program
- Intermediate computer skills to include keyboarding, mouse movement and data entry skill to enter information into electronic health records
- Strong customer service skills and professional demeanor

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**This Job Posting will expire in 10 days.**