

Medical Customer Service Rep

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: \$25.65 to \$29.70 hourly

Employment status: Contract / Temporary to Hire

Description

Access Operations Associate

- Responds to a high-volume of incoming and outgoing telephone calls and faxed referrals
- Assists patients in registering, scheduling, changing, and canceling appointments across multiple departments/specialties
- Delivers expert knowledge regarding clinic-specific processes
- Accurately documents and routes calls to the proper department
- Identifies urgent customer needs or operational issues, and escalates appropriately
- Efficiently navigates medical records and ensures patient information is up-to-date and accurately entered in the correct location
- Obtains insurance authorization as necessary and communicate status to patients
- Coordinates outpatient appointments and conjunctive services
- Assists community physicians requesting to consult with SHC physicians
- Provides care coordination when appropriate to ensure patient needs are met and to ensure clinic and medical protocols are followed
- Educates patients on providing medical records and other medical documentation needed for SHC appointments
- Communicates with patients and referring providers regarding insurance authorizations (including approvals and denials) and request required clinical documentation when necessary
- Meets all regulatory and compliance standards
- Delivers high-level of customer service
- Follows documented protocols and guidelines
- Meets and exceeds departmental quality assurance standards
- Uses reference documents and online knowledgebase tools to clearly articulate accurate information regarding SHC services
- Uses functionality of the telephone system as required
- Other departmental duties as assigned

Knowledge and Skills:

- Type 40 words per minute
 - Intermediate computer skills (Windows, Excel, and Word)
 - Good communication, customer service, interpersonal skills and cross-cultural competency.
 - Knowledge of medical terminology
 - Demonstrated knowledge of proper English grammar in speaking and writing
 - Effectively listen to resolve patient's/customers inquiries
 - Maintain respect and composure in stressful situations
 - Navigate complex software tools and accurately input data
 - Effectively document caller notes into the medical record
 - Ability to adjust communication to fit the needs and level of understanding of the receiver
 - Ability to apply business logic to resolve patient/customer issues while managing multiple priorities
 - Ability to foster relationships, build trust with providers, nurses, staff, and patients and to work in a collegial team environment
 - Ability to plan, prioritize, and organize work independently with attention to detail
 - Ability to foster relationships, build trust with providers, nurses, staff, and patients and to work in a collegial team environment
- Minimum Qualifications:
- High school diploma or GED equivalent Experience
 - Two (2) years of progressively responsible and directly related work experience in a healthcare setting, preferably in a call center environment

Requirements

Call Center Customer Service, Customer Service, Certified Epic, Epic Application, Epic Hospital Billing, Epic Software, Basic Medical Terminology

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