Job Train - Menlo Park (5924)
To: Employment Counselor
Date: 05/03/2024

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94560

Newark, CA, 94560

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: $23.75 to $27.50 hourly
Employment status: Contract / Temporary to Hire

Description

Access Operations Agent
• Responds to a high-volume of incoming and outgoing telephone calls and faxed referral
• Coordinates care by scheduling, editing and maintaining routine patient physician appointments for new and returning patients.
• Facilitates communication between the patient and the physician or clinic
• 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
• Works with care teams, patients, and outside facilities to obtain necessary information required for care.
• Communicates with the care team and support staff on various patient issues.
• Obtains and updates insurance information.
• 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
• Excellent customer service skills
• 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.
• Working knowledge of EPIC or other patient/customer database
• Ability to apply C-I-CARE to work
Minimum Qualifications:
• High School Diploma or GED equivalent Experience
• One (1) year 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, Epic System, Epic Software, Basic Medical Terminology

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