

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



94010
Burlingame, CA, 94010

On Site Patient Access Liaison - MPMC

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: \$21.00 to \$22.00 hourly
Employment status: Contract / Temporary

Description

The Patient Access Liaison position serves as the first point of contact for our patients and exemplifies personal warmth and patient engagement, professionalism, is discrete, and offers solutions in anticipation of patient needs. Greets every patient verbally by phone or in person, with eye contact and body language that is welcoming and friendly. Functions as an integrated team member and works with clinical staff to ensure patient needs are met, increase overall efficiency of the department, and collaboratively accomplish needed activities. The Patient Access Liaison will complete electronic scheduling and registration for patients coming in for Out-Patient Services admitted into the Medical and Health Centers. Interviews patients either by telephone or in person to effectively schedule and assure the proper utilization of clinical resources, prepares appropriate forms, establishes eligibility, verifies benefits, and obtains authorizations and co-pays as appropriate. The Patient Access Liaison may also be responsible for general office and miscellaneous responsibilities to ensure patient satisfaction and a smooth work flow. This may include, but not limited to, front desk check-in, scanning orders, obtaining HIPAA forms, Advance Beneficiary Notices (ABN's), financial waivers, charity care and uninsured information, and inquire on Advance Directive. Requirements: HS Diploma or equivalent • At least 2 years of health care experience in a medical/outpatient clinic is required. • Scheduling and hospital registration a plus. • Experience in EPIC, Cadence, Tapestry, and Passport a plus. • Experience in government and commercial insurance program, Third Party Payor, Medicare, Medi-Cal, and other regulatory knowledge a plus. • Must have excellent customer service skills. Education: High school diploma or equivalent - Required

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