

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.