

Patient Care Representative

Location: N. Salisbury and Easton

Status: Full-time, Non-Exempt

Job Summary:

Responsible for greeting patients, entering and updating patient and insurance information in the EMR system, verifying and analyzing health insurance benefits, explaining payment policies and billing/collections, processes, balances cash drawer, completes deposit and schedules follow-up appointments. Informs patients of delay in treatment. Answers the telephone and assists patients with questions.

Responsibilities and Duties:

- Greets patients and directs them to complete the appropriate patient registration form
- Reviews demographic information provided and enters same into Docutap in accordance with YDI protocol
- Verifies insurance eligibility and relays relevant information to patient on payment policies and billing/collection processes.
- Checks Bay Area for outstanding balances and notifies of payment policies for patients with
- a balance in accordance with YDI protocol.
- Determines and collects co-pays and self-pay deposits in accordance with YDI protocol.
- Performs “check out” process for all patients completing treatment in accordance with YDI protocol
- Maintains and balances cash drawer.
- Completes nightly balance sheets.
- Answers phone calls and questions in accordance with YDI protocol, takes messages and return voicemails.
- Schedules patients for outside procedures i.e. MRI, CT, sonogram, etc.
- Faxes medical records to primary physicians.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information.

- Completes work/school notes.
- Scans and imports all registration sheets, identification and insurance cards in addition to any additional documents related to the patient visit
- Attends mandatory company training sessions as required by state/federal law.
- Performs inside housekeeping tasks and maintains clean grounds outside.
- Keeps waiting room area neat and organized. Discards trash and torn magazines/newspapers.
- Keeps patients informed of delays in evaluation and treatment by provider
- Keeps Clinic Manager informed of equipment/facility in need of repair or issues relating to the functionality of Docutap
- Follows all safety standards including universal precautions and safe work practices, risk management and security.
- Follows all OSHA standards.
- Follows all HIPAA privacy regulations.
- Other duties as assigned.

Skills and Qualifications:

- Cooperative work attitude toward co-employees, management, patients, visitors and providers.
- Ability to promote favorable facility image with providers, patients and the general public.
- Ability to make decisions and solve problems.
- Ability to analyze and interpret data.
- Ability to communicate clearly and effectively in writing and verbally.
- Skill in exercising a high degree of initiative, judgment and discretion.
- Detail oriented with excellent interpersonal communication skills.
- May be asked to cover shifts when needed at other locations.
- High school graduate or equivalent.
- BLS certification.
- Ability to accurately read and write medical terminology.
- Basic computer skills including familiarity with electronic medical records.
- Types 25 words per minute with 96% accuracy.

- Detail oriented with excellent interpersonal communication skills.
- Strong ethical and moral character
- Must be able to work a flexible schedule with 12 hour shifts and every other weekend.

Benefits:

- Medical, Dental, Vision, STD, LTD, Life Insurance, 401k