

JOB TITLE:

Patient Access Representative - Remote option available

BASIC FUNCTION:

The patient access representative provides an essential role on our call center and front office team. The position is responsible for scheduling patient appointments, gathering accurate patient demographic information and providing outstanding customer service as the first point of contact for patients to our clinic.

REMOTE OPTION AVAILABLE:

The patient access representative position has the potential to be a remote position. However, on-site training is required.

DUTIES AND REQUIREMENTS:

General Responsibilities:

- Serves as telephone and office point of contact for practice
- Processes all patients for appointments and documentation
- Checks eligibility obtains insurance authorizations and referrals prior to appointment
- Performs patient demographic and appointment data entry for billing systems
- Assists in patient computer and chart record maintenance
- Triage, facilitates, and directs communication between patients and physicians
- Triage incoming information received via fax, courier, and mail
- Collects insurance co-payments prior to patients appointments
- Posts all disability forms for patient accounts to process to insurance companies
- Assists in all general clerical duties
- Adheres to practice's Risk Management and Accounts Receivable standards
- Performs similar and incidental duties as assigned
- Distribute new patient paperwork to doctors for approval to see patient
- Provide technical assistance and support to all computer system users
- Work directly with Proliance IT to resolve issues
- Train staff on specific program/software features

EDUCATION:

High school diploma or GED. Completion of medical terminology or anatomy and physiology course, and course work in a related field preferred.

JOB-RELATED EXPERIENCE:

One year of previous customer services experience in a healthcare setting within the last three years preferred.

JOB KNOWLEDGE AND SKILLS:

General Skills & Knowledge:

- Must be able to communicate effectively
- Must have knowledge of medical terminology
- Must be able to organize work and establish procedures
- Must be able to speak, read, and write the English language
- Must be skilled in performance of basic computer/keyboard functions

PHYSICAL REQUIREMENTS:

Required to sit, stand and walk continuously. Work is of moderate demand with occasional lifting of up to 25 pounds. Activities include stooping, bending, pushing, pulling, reaching, and occasional kneeling, crawling, and squatting. High frequency of telephone usage and computer keyboarding is present. Have the ability to see, hear, and speak continuously at a level to meet all functions of the job. Work is of high attention and mental demands including the ability to prioritize and process with accuracy.

CONDITIONS:

Working schedule is during normal business hours of 8:00 AM to 5:00 PM, Monday through Friday. May be required to work occasionally on Saturday or Sunday, if necessary to meet work assignment deadlines or meet the needs of the employer, work overtime, or have work schedule adjusted to practice volume.

OTHER REQUIREMENTS:

Must be able to pass a criminal background check with the Washington State Patrol