

Job Description



Position Title: Patient Services Representative I

Supervises: None

Reports To: Patient Services Manager

Written by: Human Resources Department

Department: Clinic

FLSA: Non-Exempt

Effective Date: 9/16

Approved by: CEO

Salary Grade: 5

General Summary:

The Patient Services Representative (PSR) I is responsible for registering and processing patients for appropriate appointments and services, including, but not limited to: scheduling and canceling appointments; and verifying eligibility for specific programs and services.

Essential Duties: (*Essential Functions)

- Answers multi-line telephone, ensuring that all calls are channeled to, and responded by the appropriate personnel
- Responds to patient inquiries
- Makes reminder calls to patients regarding scheduled appointments and follow-up medical care
- Conducts intake and outtake of patients
- Schedules patient appointments and enters required information in the computer system in an accurate and timely manner
- Obtains demographic, insurance and financial information from patient or guarantor.
- Enters information in computer system with a high degree of accuracy
- Explains all required forms to the patient or guarantor and obtains the necessary signatures.
- Ensures medical necessity compliance by obtaining necessary data, reviewing Compliance System, communicating information to patient or guarantor and obtaining necessary signatures
- Protects the financial integrity of SCFHC by collecting patient liability, establishing payment arrangements, discussing payment options and screening for eligibility
- Verifies insurance eligibility and benefits and ensures all notifications and authorizations are completed within the required timeframes
- Posts payments in the computer system and generates the appropriate patient receipts
- Monitors, reviews and resolves patient account issues on assigned reports
- Communicates in an effective and professional manner with Physicians, ancillary departments, nursing units, office staff, insurance companies, as well as patients and their families.
- Completes thoroughly and accurate documentation in a timely manner
- Daily use of NextGen Electronic Health Record (EHR) system
- Assists in opening/closing clinic
- Attendance and punctuality is essential in order to provide quality of care to patients, face-to-face interaction with patients, and to work with provided healthcare equipment collected at clinics
- Represent the organization in a positive, professional, responsible manner to staff, providers, case managers, and team members
- Demonstrates the skills, initiative, exertion, drive, demonstrated self-improvement, productivity,

Other Responsibilities:

- Follows all SCFHC policies and procedures
- Reporting of unusual occurrences, situation or hazards to the appropriate personnel.
- Report any malfunctioning equipment

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- Other duties as assigned

Job Specifications: *(Knowledge, skills, abilities and experience normally required for competent performance).*

Education and Knowledge

- High School Diploma or equivalent
- Knowledge of filing systems and medical terminology
- Vocational training in Office Administration, preferred
- Demonstrates knowledge of safety, infection control & emergency policies and procedures

Experience

- Must have minimum of 0 to 3 years or more clinical experience as a PSR
- Knowledge of NextGen Electronic Health Record (EHR) system

Skills and Abilities

- Good written, oral and customer service skills
- Excellent interpersonal, organizational, and project management skills
- Ability to use or operate computer, copy machine, typewriter, and fax machine
- Proficient in MS Office Suite Word, Excel, type 40 wpm
- Ability to handle multiple phone line
- Multi-task and detail oriented
- Ability to work well in a team environment, remains motivated, is self-directed, and demonstrates initiative

Licensure and Certifications

- None

Financial Responsibility and Authority:

- None

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Working Condition Demands:

Key (Based on typical week):

N=Never

F= Frequent (34%-66% of time)

R= Rarely (Less than 1 hour per week)

C=Constant (over 66% of time)

O=Occasional (1%-33% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
Lifting/Carrying						Pushing/Pulling					
Under 10 lbs		x				Under 10 lbs		x			
11-20 lbs	x					11-20 lbs	x				
21-50 lbs	x					21-50 lbs	x				
51-100 lbs	x					51-100 lbs	x				
Over 100 lbs	x					Over 100 lbs	x				
Twisting/Turning						Driving					
Reach over shoulder	x					Automatic Trans	x				
Reach over head	x					Standard Trans	x				
Reach outward	x										
Climb	x					Other					
Crawl	x					Keyboard/Ten					x
Kneel	x					Key					x
Squat	x					Fingering (fine dexterity)	x				
Sit					x	Handling (grasping, holding)	x				
Walk-Normal Surfaces					x	Repetitive Motion - Hands	x				
Walk-Uneven Surfaces	x					Repetitive Motion - Feet	x				
Walk-Slippery Surfaces	x										
Stand					x						
Bend	x										

Adherence of SCFHC Policies:

To adhere to the SCFHC policies as they pertain to department and Human Resources Department

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Employee's Acknowledgement:

I have had the opportunity to ask questions and understand that the above information on this job description has been designed to indicate the general nature and not designed to contain a comprehensive inventory of all duties, responsibilities and qualification to this job. In addition, my job title, duties, responsibilities and compensation can change with or without notice based on the needs of the company. Moreover, this job description does not change my "at-will" status with the company.

Name of Employee: _____ Signature: _____ Date: _____