

Job Announcement



Position Title: Patient Services Representative

Department: Medical Clinic

Supervises: None

FLSA: Non-Exempt

Reports To: Patient Services Manager

Effective Date: 04/18

Written by: Human Resources Department

Approved by: CEO

Mission Statement: It is our mission to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. We aim to lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

General Summary:

The Patient Services Representative (PSR) 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.
- 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

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

Experience

- Must have minimum of 3 years or more clinical experience as a PSR
- Bilingual English/Spanish preferred
- Knowledge of NextGen Electronic Health Record (EHR) system

Licensure and Certifications

- Current Basic Life Support (BLS) preferred

TO APPLY: Send cover letter & resume to Human Resources at hr@scfhc.org or fax to (323) 432-4877

Deadline: Open until filled