

# Job Announcement



**Position Title:** Patient Services Representative

**Department:** Medical Clinic

**Supervises:** None

**FLSA:** Non-Exempt

**Reports To:** Clinic Administrator

**Effective Date:** 09/18

**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:**

A Patient Services Representative receives and registers patients, make/cancels appointments, provides referrals to other departments or services, helps walk-in patients obtain appropriate appointments or services, facilitates patient flow, assists patients in completing required documents, and retrieves and files medical charts. This position provides support to Medical, Dental, and Behavioral Health services.

**IMPORTANT NOTE:** As a Patient Services Representative Floater, the incumbent is required to travel to different clinic locations, at times without advance notice. While SCFHC may assign a Patient Services Representative to a clinic/local area on a regular basis, a change in assignment can happen at any time. Patient Services Representative Floaters are required to respond to the new assignment within the timeframe outlined. No guarantees are made as to permanent placements at a clinic.

## **Summary of Essential Duties: (\*Essential Functions)**

- Answers multi-line telephone, ensuring that all calls are channeled to, and responded by the appropriate personnel
- 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.
- 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.
- Daily use of NextGen Electronic Health Record (EHR) system
- Assist in opening/closing clinic

## **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

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- Vocational training in Office Administration, preferred

## Experience

- Must have minimum of 1-2 years or more clinical experience as a PSR
- Bilingual English/Spanish preferred
- Knowledge of NextGen Electronic Health Record (EHR) system preferred

## Licensure and Certifications

- None

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

**Deadline: Open until filled**

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>