

Job Announcement



Position Title: Behavioral Health Patient Services Representative

Department: Clinic

Supervises: None

FLSA: Non-Exempt

Salary Grade: 7

Reports To: Behavioral Health Director

Effective Date: 8/2021

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 Behavioral Health Patient Services Representative receives and process referrals for the Behavioral Health Department, register patients in the NextGen System, follow-up with patient's appointments, assist therapists with any schedule changes. A variety of clerical and administrative tasks, such as managing schedules answering phones, speaking with clients, assisting staff, maintaining records, and data entry. Making sure that day-to-day office tasks are completed. Process all billing forms and submit to the Behavioral Health Director for review.

IMPORTANT NOTE: As a Patient Services Representative, the incumbent will be 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 (PSR) 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:

- Answers multi-line telephone, ensuring that all calls are channeled to, and responded by the appropriate personnel
- Answer all behavioral health department calls
- Respond to patient inquiries.
- Make reminder calls to patients regarding scheduled appointments and follow-up appointments.
- Conduct intake and outtake of patient's information.
- Schedule patient appointments and enter required information in the NextGen system.
- Obtain demographic, insurance and financial information from patient.
- Explain all required forms to the patient or guarantor and obtains the necessary signatures.
- Verify insurance eligibility, benefits, and ensure all notifications/authorizations are completed within the required timeframes.
- Follow-up with referrals from BH, in order to set up patient therapy.
- Answer to all emails from the mental health department promptly.
- Organize therapist's schedule, and make sure each of their sessions is 45 minutes long.
- Document patient status in EHR.
- Carrying administrative duties such as filing, typing, copying, binding, scanning etc.
- Covering the reception desk when required.
- Provide information to internal colleagues or external enquirers.

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- Handling sensitive information in a confidential manner.
- Coordinating office procedures.
- Replying to email, telephone, or face-to-face enquiries.
- Greeting and assisting visitors to the office.
- Responds to patient inquiries in a timely fashion while exhibiting warmth, compassion, and responsiveness
- Makes reminder calls to patients regarding scheduled appointments and follow-up medical care
- Conducts intake and outtake of patients
- 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
- Post 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 thorough and accurate documentation in a timely manner
- Daily use of NextGen Electronic Health Record (EHR) system
- Assist 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,

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
- Must be able to communicate effectively, in English, both verbally and written
- Demonstrates knowledge of safety, infection control & emergency policies and procedures

Experience

- Must have more than 2 years or more clinical experience as a PSR
- Proficiency with NextGen Electronic Health Record (EHR) system

Skills and Abilities

- Bilingual and Bi-literate Spanish/English preferred
- Excellent 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

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- 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

- None

Financial Responsibility and Authority:

- None

TO APPLY: Send cover letter & resume to Human Resources at 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>