

Patient Services Representative

Non-exempt Position

ASSIGNMENT SUMMARY

The Patient Services Representative (PSR) plays a vital role within the Kheir team. They are the first point of contact for our clients and are primarily responsible for maintaining the Ideal Patient Experience by working with patients at the beginning and end of the visit. Duties include verifying and updating patient demographic, insurance and appointment information in our scheduling software, scanning necessary documents, collecting payments for service and for invoices, scheduling follow-up appointments, working items in departmental work queues, and responding to patient requests and inquiries in a timely fashion while exhibiting warmth, compassion and responsiveness to patients and their families. The PSR will report to the Clinic Manager. This is a full-time, non-exempt, hourly position.

MINIMUM QUALIFICATIONS

- Bachelor's Degree preferred, but not required.
- Candidates will have 2-5 years experience in a sales or retail management environment or 3+ years work experience in healthcare insurance using medical billing software.
- Superior customer service skills and self-motivated with the ability to exceed patient expectations.
- Excellent organizational skills.
- Possess excellent interpersonal communication and written skills.
- Computer proficiency with MS Office products.
- Ability to think critically and solve problems.
- Good judgment and analytical skills.
- Ability to prioritize and manage multiple projects in a fast-paced environment.
- Korean-English bilingual

ESSENTIAL FUNCTIONS/RESPONSIBILITIES

- Greeting and checking in patients in a friendly manner.
- Collecting co-payments and verifying insurance coverage.
- Scheduling and confirming patient appointments.
- Preparing new patient charts neatly and accurately.
- Responding to patient billing or financial inquiries, directing to appropriate departments, as necessary.
- Collecting and posting payments & record receipts.
- Balancing nightly deposits and completing credit card processing.
- Educating patients with clear and concise treatment plan presentations.
- As necessary, committing patients to begin treatment.
- Responding to key performance indicators to ensuring practice success.

Accepted: _____