



Job Posting

Title: Patient Services Representative Coordinator

Base Salary Range: \$50,000 - \$61,000 plus benefits

FTE: Full-time, Non-Exempt

Our Mission: The Mission of South Central Family Health Center is to improve the quality of life for the diverse Community of inner city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. 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 Coordinator plays a vital role within South Central Family Health Services and is under the supervision of the Patient Services Manager. The Patient Services Coordinator is responsible for maintaining the uniform standards for the medical front office operations throughout the organization including, but not limited to the following areas: front office protocol, managed care billing, estimation of benefits review. The Patient Services Coordinator trains employees who are PSR I, PSR II, and PSR III.

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

Standardization of medical front office procedures

- Standardization of medical front office procedures. Assist Clinic Supervisor with front office work schedules.
- Generates of practice management reports to facilitate managed-care medical billing.
- Review, organization, and filing of managed-care estimation of benefits statements. Investigation of denials and pended claims. Resubmission of denied and pended claims, as necessary. Communication with managed-care plans/representative to resolve claim denials or concerns.
- Coordinates with providers and back-office staff that pre-authorizations are submitted when necessary.
- Reviews of monthly managed-care rosters, submission of rosters to medical team members assigned to outreach, review of outreach results, and filing and organization of results.
- PSR Coordinator will fulfill the responsibilities of the Medial Patient Service Representative position, including the responsibilities 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.
- Ensures medical necessity compliance by obtaining necessary data, reviewing the 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.
- Post payments in the computer system and generate the appropriate patient receipts.



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- 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.
- Trains PSR I, PSR II, and PSR III on administrative and EHR duties.
- Assist in opening/closing clinic.

Qualifications:

- 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
- Bilingual Bi-literate English/Spanish preferred
- Must have minimum 4+ years office experience, preferably in a medical clinic setting
- Must have more than 6 years or more clinical experience as a PSR.
- Proficiency with NextGen Electronic Health Record (EHR) system.

Top benefits or perks: As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health care, dental, life insurance
- 403 (b) Retirement plan
- Education Reimbursement
- Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company

Contact/application information:

To apply please visit South Central Family Health Center's website at:

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