

# T.H.E. HEALTH AND WELLNESS CENTERS

## JOB DESCRIPTION

**POSITION:** PATIENT SERVICES REPRESENTATIVE  
**DEPARTMENT:** Operations  
**STATUS:** Full-Time, Non-Exempt

### **POSITION SUMMARY:**

Under the direction of the Patient Services Manager, the Patient Services Representative shall receive patients and process necessary paperwork for their visits.

### **Essential Duties and Responsibilities:**

1. Greet all patients in a professional and friendly manner.
2. Provide and explain necessary paperwork to the patients for processing scheduled appointment or walk-in appointment.
3. Utilize provided computer and software to input information and record all visits.
4. Screen each patient prior to examination by provider. This includes review of patient information contained in their chart to ensure that data is current and correct.
5. Inform patients of different programs we have to offset charges, explaining the qualifications and requirements, i.e. Office of Family Planning, Medi-Cal, CHDP, PPP, HWLA, and Sliding Fee.
6. Perform income verification.
7. Perform status verification when appropriate.
8. Review information collected from the patient and explain the fee schedules and methods of payment, and collect payment when required.
9. Assists eligible patients to establish and maintain HWLA enrollment, i.e. following up on all pending, denied, disenrolled patients.
10. Provides telephone and in-person assistance to complete related applications. Advises patients of the documentation required to complete applications, and answers questions and issues regarding the enrollment process.
11. Prepares all related reports and maintains files, data bases and other program records.
12. Serves as a liaison/super-user to HWLA
13. Monitor changes and modifications to the HWLA program
14. Ensure all HWLA applications are complete and submitted
15. Provide training and updates to team members
16. Make recommendations to improve enrollment processes
17. Facilitate completion of special projects related to HWLA
18. Provide coverage for front desk, telephone reception and/or appointment desk.
19. Keep abreast of all payment options and special programs available to cover the cost of services rendered. Attend training when required.
20. Provide financial responsibility information to callers as need arises.
21. Assist the billing department when needed
22. Attend outside meetings
23. Other duties as assigned.

**Education and Qualifications Requirement:**

- High School Diploma or equivalent
- A minimum of 6 months working in hospital conducting financial screening or working in a community clinic conducting financial screening and/or one (1) year front office clerical required.
- Ability to work with people of diverse cultural, educational, social, and economic backgrounds.
- Excellent oral and written communication skills
- Excellent organizational skills
- Computer proficiency
- Experience utilizing an Electronic Medical Records (EMR) system is highly desirable
- Bilingual required

**Physical Demands**

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; use hands to handle or feel objects, keyboard, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.