Job Posting

Title: Patient Services Representative
Base Salary Range: $24.00 per hour - plus benefits
FTE: Full-time, Non-Exempt

Seeking a skilled and dedicated **Patient Services Representative** who wants to make a difference in our community. We want to hear from you if you thrive in a fast-paced, caring, and compassionate environment!

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 multicultural 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 Representative receives and registers patients, makes/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. The ideal candidate will have to perform some of the following essential duties

- 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

Qualifications Requirements:

- High School Diploma or equivalent
- Vocational training in Office Administration, preferred

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Experience:

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

Skills and Abilities:

- Bilingual and Bi-literate Spanish/English preferred
- Good written, oral and customer service skills
- Proficient in MS Office Suite, Word, Excel, type 40 wpm
- Ability to handle multiple phone lines
- Multi-task and detail oriented
- Ability to work well in a team environment, remains motivated, is self-directed, and demonstrates initiative

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